



# Horizon Administrator User Guide

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## Contents

<b>Overview .....</b>	<b>7</b>
System Specifications .....	7
Horizon URL .....	7
Hardware User Guides .....	7
Domain .....	7
<b>Standard Features.....</b>	<b>8</b>
Login Screen .....	8
Forgotten Password .....	8
Changing Your Password .....	8
My Details.....	9
Directory Search .....	9
Dashboard customisation.....	9
Core Functionality .....	10
Search Feature.....	10
Delete .....	11
Edit .....	11
Creating CSV file for Bulk Upload .....	11
Digital signatures in call recordings.....	11
What a digital signature will not do .....	11
How the signing procedure works.....	11
<b>Administrative Features .....</b>	<b>12</b>
Setting up the Horizon GUI or portal .....	12
User .....	13
Add Users .....	13
Edit Users.....	16
Bulk Upload Users .....	18
Reset your users password (as an admin) .....	19
Administrative Tab .....	21
Department.....	21
To Set up a Department.....	21
Adding a Department .....	22
Deleting a Department .....	23
Add or remove Users from Departments .....	24
Call Policies.....	25
External Directory.....	26
Adding single contact to the external company directory .....	27
Adding multiple contacts to the external company directory.....	28
Delete contact(s) form external company directory .....	33
Corporate Directory – Contact Error .....	34
Alpha Tagging .....	35
Subscription Centre.....	36
Number Management .....	37
Company Voice Portal .....	38
Set up Company Voice Portal .....	39

Set up Voicemail for a user .....	40
Change users Voicemail Password .....	42
Amend Voicemail Settings .....	43
Voicemail Mailbox Options.....	45
When playing a voicemail message.....	45
Company Profile.....	46
Groups.....	46
Auto Attendant.....	46
Recording an Auto Attendant via my phone .....	49
Call Pickup .....	50
<i>Set up a Call Pickup Group</i> .....	51
<i>Add or remove users from Call Pickup Group</i> .....	53
Delete Call Pickup.....	55
Call Parking.....	57
Set up Call Park Settings .....	57
Edit Call Park Settings .....	60
Delete Call Park .....	61
Add or remove users to Call Parking Group .....	63
Hunt Groups .....	64
<i>Create New Hunt Group</i> .....	65
Call forwarding for Hunt Group and Call Queue Groups aka "Night Service" .....	68
Call Waiting for a Hunt Group .....	71
To set up a user with call waiting .....	72
Applying a Schedule to a Hunt Group.....	73
Setup Voicemail for a Hunt or Call Queue Group .....	75
Listening to your Hunt Groups Voicemail.....	77
Instant Conference Group.....	77
Editing a Conference Group .....	79
Site Management .....	80
Setting up the Site DDIs .....	81
Schedules.....	81
Daily .....	83
Weekly.....	83
Monthly.....	83
Yearly .....	83
How to set up a schedule.....	84
Editing Schedules .....	90
Deleting Schedules .....	92
Authorisation and Account Codes.....	92
Manage Account Code Users .....	95
Switch to Account Codes .....	98
Account Code.....	101
Set Up Account Code.....	101
Switch Off Account Codes .....	105
Authorisation Code.....	106
Switch to Authorisation Codes .....	106

Call Policy.....	108
Call Barring.....	108
Hot Desking.....	109
Setup Hot Desking for a Site.....	109
Disable and Enable Hot Desking .....	111
Create New Hot Desk .....	112
Login to Hot Desk on Horizon User – Administrator .....	113
Login to Hot Desk on Polycom Handsets .....	115
Login to Hot Desk on Horizon Voice Portal.....	117
Music on Hold.....	117
To set up Music on Hold .....	118
Create an Audio File .....	120
Sound Recorder .....	120
Audacity .....	123
Convert Audio File.....	124
Manage Numbers.....	128
Recorded Calls.....	129
Call Recording Users .....	131
Call Queuing.....	132
Add Users to Call Queue Groups .....	135
Adding announcements to a Call Queue Group .....	137
Setup Voicemail for a Call Queue Group.....	139
Alternative Number Presentation .....	141
Implementation of Alternative Number Presentation .....	142
Device Customisation – setting up a user.....	144
Call Paging .....	145
Blacklist Numbers .....	148
Receptionist Soft Client.....	151
Assign the Receptionist Soft Client bolt-on to a user.....	151
Reset Receptionist Password .....	153
Managing the favourites or "fixed" contacts .....	154
Desktop Soft Client .....	157
Assign the Desktop Soft Client bolt-on to a user .....	158
Mobile Soft Client .....	160
Assign the Mobile Soft Client bolt-on to a user .....	160
Integrator Soft Client .....	162
Assign the Integrator Soft Client bolt-on to a user .....	163
Integrator CRM Soft Client .....	166
Assign the Integrator CRM Soft Client bolt-on to a user .....	166
Soft Clients Passwords .....	169
Using 3G and 4G networks with Soft Clients .....	169
Using Wi-Fi Networks with Soft Clients.....	169
<b>End User Features .....</b>	<b>171</b>
Call Forward .....	171
Set up Call Forwarding via the GUI .....	173
Profiles .....	175



Setup Availability Profiles .....	176
Available In Office .....	177
Available Out Of Office.....	177
Busy .....	178
Unavailable .....	178
Directory and Contacts.....	179
Add a Contact .....	179
My Features .....	180
Remote Office .....	180
How to give a user permission to use the feature.....	181
How to enable/disable the feature as an Admin .....	182
How to enable/disable the feature as a User .....	186
How to make outgoing calls .....	188
How to receive calls .....	189
Call Setup.....	189
Call Handling .....	190
Incoming Calls Settings.....	190
Outgoing Calls Settings.....	191
Call Transfer.....	191
Activate or Deactivate Call Transfer .....	191
Diversion Inhibitor .....	193
In Call Settings .....	195
Voicemail Settings.....	196
Twining .....	197
Restrict by Number .....	197
Restrict by Schedule .....	198
Blacklist .....	198
Incoming Call Settings .....	199
Do Not Disturb via the Horizon portal .....	199
Call Notify .....	201
Change email address for Call Notify by Email.....	203
Sequential Ring .....	205
How do I set my number to find me over multiple devices? .....	205
Set Up Sequential Ringing.....	205
Specific Numbers or Schedules Sequential Ringing .....	208
Busy Lamp .....	211
BLFs on Polycom 650 .....	212
BLFs on Cisco devices.....	212
Speed Dial.....	215
Set Up User 1 or 2 Digit Dialling .....	216
Set Up User Bulk 2 Digit Dialling .....	220
Outgoing Call Settings .....	221
Automatic Call Back .....	221
Number Withheld .....	223
Anonymous Call Rejection .....	224
Turn Anonymous Call Rejection On or Off using GUI .....	224

Click to Dial .....	226
Device Customisation .....	227
Device Customisation - Polycom .....	227
Assigning a Speed Dial to a Line Key on a handset.....	227
Resetting Line Keys Configuration on a handset.....	231
Assigning a Speed Dial to a Side Car Line Key.....	235
Resetting Layout on a side car .....	237
Assigning Soft Key Options .....	239
Resetting the Soft Key layout.....	242
Device Customisation - Cisco .....	244
Assigning a Speed Dial to a Line Key on a handset.....	244
Resetting Line Keys Configuration on a handset.....	247
Assigning a Speed Dial to a Side Car Line Key.....	250
Resetting Layout on a side car .....	253
Assigning Soft Key Options .....	255
Resetting the Soft Key layout.....	258
How to removed missed calls notifications from Cisco SPA handsets .....	259
User Reset Password .....	259
<b>Statistics .....</b>	<b>261</b>
Performance.....	261
Calls Made/Retrieved.....	261
Daily Calls .....	262
How many Calls are getting through? .....	262
Where are my Callers? .....	263
Advanced Statistics .....	263
Statistic Dashboard .....	264
Admin .....	264
End User .....	265
Monitoring calls over my sites and users .....	265
Inbound Statistics.....	266
Calls Received .....	266
Calls Received per hour.....	266
How many calls are getting through?.....	267
Where are my callers located? .....	267
Outbound Statistics .....	268
How many Outbound calls have I made? .....	268
How many calls am I making each hour? .....	269
How many of our calls are getting through? .....	269
Where are we calling?.....	270
Programmable Keys for Polycom 450 and 650 and Cisco 504 and 525. ....	270
<b>Glossary.....</b>	<b>271</b>
<b>Appendix 1 - Icons .....</b>	<b>272</b>
<b>Appendix 2 - Short Codes .....</b>	<b>274</b>

## Overview

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal.

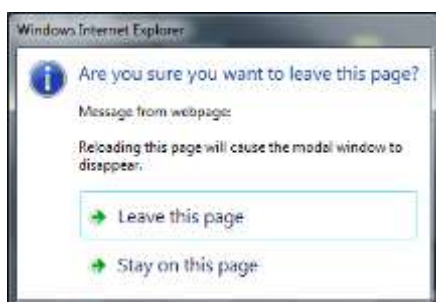
The purpose of this document is to provide the Horizon Administrator and user with all the information required to manage their Horizon Service.

## System Specifications

**Browser:** Internet Explorer 6.0, 7.0, 8.0, 9.0, Mozilla FireFox, Safari, Chrome, Opera.

Please note that when setting up and editing schedules whilst using Internet Explorer, you will receive the following error message. This is perfectly normal and you should select to stay on this page.

If you use other browsers to access the Horizon user portal, you will not encounter this error message.



## Horizon URL

[www.unlimitedhorizon.co.uk](http://www.unlimitedhorizon.co.uk)

## Hardware User Guides

For Cisco phones, see the CD included with the phone

For Polycom phones, see the link below and enter the phone type before .html

<http://www.polycom.com/global/flash/products/tutorials/soundpointip450.html>

## Domain

When setting up a domain you need to follow:

- Domain name may only contain letter, digit and -.
- No longer than 80 characters
- The domain needs to start with a letter
- Capital letters should not be used

## Standard Features

### Login Screen

This will be the first screen that all Horizon-users will see. Depending on what login credentials you have entered, you will be redirected to the administrator or the end users home page.

If it is the first time you've logged in then you will be taken to the initial login setup. For an Administrator you will be asked to change your password from the one initially provided to you and you used to log in with. For an end user you will be asked to set up call handling, twinning and you will also need to change your password. Anything you setup on initial login can be changed later.



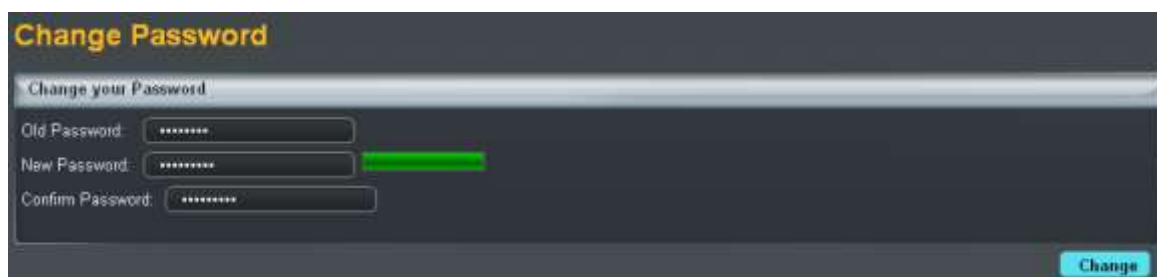
### Forgotten Password

If you have forgotten your password you are able to request a new password that will be sent directly to your e-mail. This can be done by simply selecting the forgotten password on the login page. Then you will need to input your username and e-mail. The e-mail needs to be the one connected with your account and then you will be sent a new password.



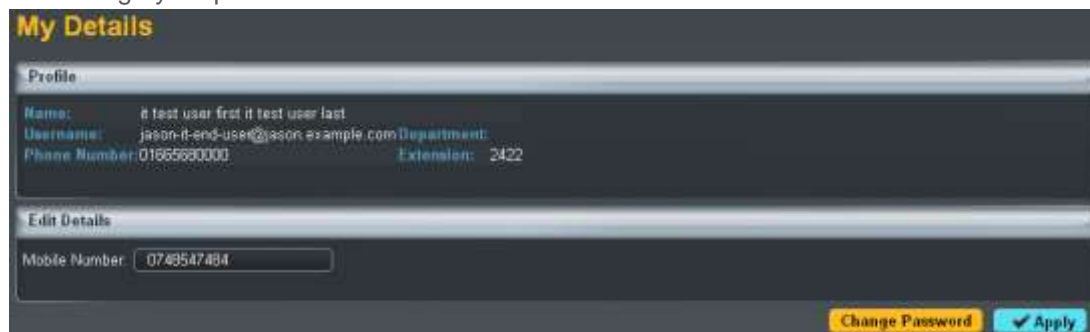
### Changing Your Password

To change your password as an administrator you click on "Change Password" in the top right corner of any page. Then you need to input your old password followed by your new password. For an end user you need to go to "My Details" which is located in the top right corner of every page. Then select "Change Password", and input your old password and what you would like to change it to.



## My Details

'My details' are only viewable as an end user and this page displays basic information about you as a user. You can change your password from this screen.

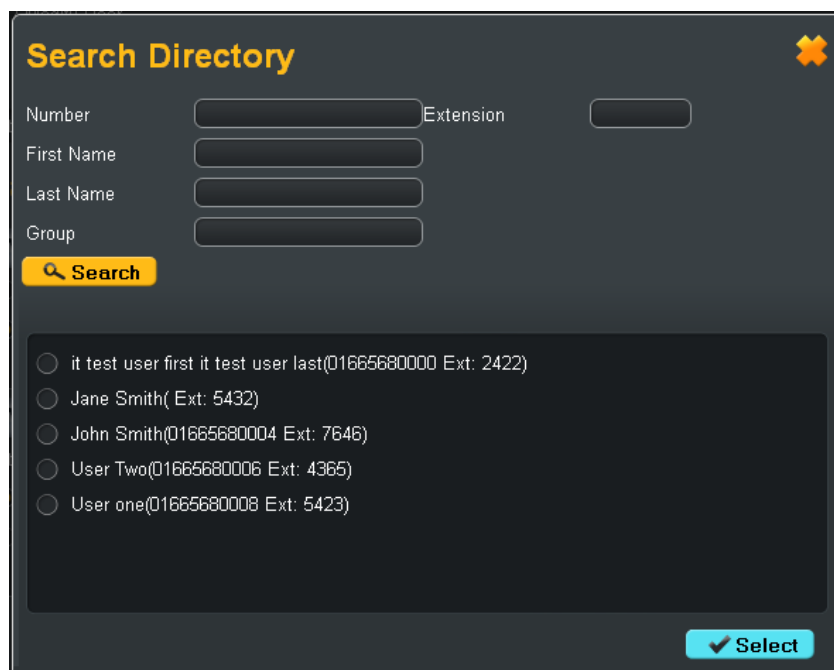


The 'My Details' page is a dark-themed interface. At the top, the title 'My Details' is in orange. Below it is a 'Profile' section with a light blue header. The profile information includes: Name: it test user first it test user last, Username: jason-it-end-user@jason.example.com, Department: (empty), Phone Number: 01665680000, and Extension: 2422. Below the profile section is an 'Edit Details' section with a light blue header. It contains a 'Mobile Number' field with the value 0749547494. At the bottom right, there are two buttons: 'Change Password' (yellow) and 'Apply' (blue with a checkmark).

## Directory Search

Throughout the system there is a directory search icon that will let you search your directory and then input the contact's number into that function. To perform this feature, click on the icon and then a directory search window will open.

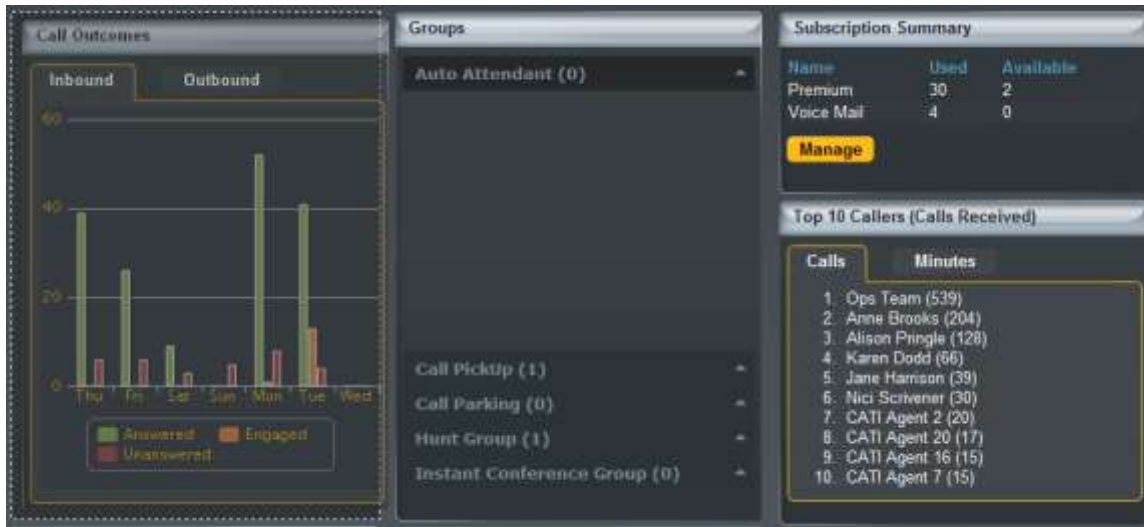
You are able to search using 5 different fields: name, extension, first name, last name and group. If you search by name or number you will search contacts and groups. If you search just by group, it will search for the group name and display all users that fit the other criteria.



The 'Search Directory' window is a dark-themed modal. It has a title 'Search Directory' in orange and a close button (orange X) in the top right. The search fields include: Number (text input), Extension (text input), First Name (text input), Last Name (text input), and Group (text input). Below these fields is a yellow 'Search' button with a magnifying glass icon. The results are displayed in a list with radio buttons: it test user first it test user last(01665680000 Ext: 2422), Jane Smith( Ext: 5432), John Smith(01665680004 Ext: 7646), User Two(01665680006 Ext: 4365), and User one(01665680008 Ext: 5423). At the bottom right, there is a blue 'Select' button with a checkmark.

## Dashboard customisation

The dashboard that you are presented with when you login can be customised to ensure you achieve the best view for your specific needs. In order to do, this simply hover over the title of a section you would want to move and drag it to your preferred place on the screen.



## Core Functionality

These features appear on many pages and will commonly be found as the home page for a function. From here you are able to perform all the actions you need to create, edit or delete a service. The main pages where this layout is used are:

- Call Groups
- Users
- Devices
- Directory

## Search Feature

A common first page for a function is the list page which shows a search feature and all the services or users that have been setup. The result shown will depend on what you search for. If you search with all fields empty, you will get a full list of services. If you edit a text field and then search, your results will change based upon the criteria entered. From this screen you are also able to edit, delete and add. To add a new service use the blue add button under the list.

### User Management

First Name:  Last Name:

Username:  @ uat.horizon1  Number:

Extension:  Department:

Site:

First Name	Last Name	Phone Number	Extension	Email	Site	
Andy	Adams	01643803651	1001		London	<input type="button" value="Edit"/>
Bertie	Basset	01643803652	1002		London	<input type="button" value="Edit"/>
Dan	Dare	01643803656	2001		Newbury	<input type="button" value="Edit"/>
Eddie	Eagle	01643803657	2002		Newbury	<input type="button" value="Edit"/>
home-	worker				Homeworkers	<input type="button" value="Edit"/>

## Delete

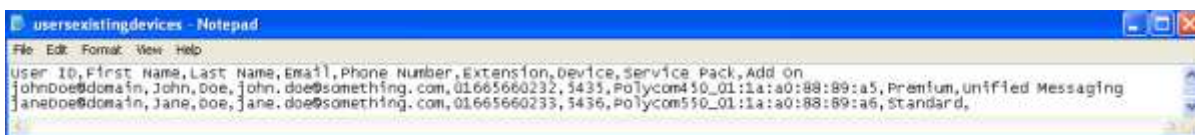
To delete a service, select a check box next to the service you want to delete. You are able to delete multiple services at one time. Once you have selected the services you want to delete, click the “Delete Selected” button.

## Edit

To edit a service you need to click on the “Edit” button next to the service which will take you to the same page as adding a service. For users, there are a few extra features that can be edited.

## Creating CSV file for Bulk Upload

To do any bulk upload you need to use a csv file, which are commonly created using either Excel or notepad. If you are using Excel then it should look like the example below, with the headings on the first row and then information for each user or device on all other rows. Each device or user needs its own line and each heading needs its own column. If you are creating it in notepad then it will have a similar layout with headings on the first line, each heading separated by a comma. Then you will have each new entry on the next line. At the end of each user or device you do not finish with a comma, just leave it blank and add the next device or user on a new line.



	A	B	C	D	E	F	G	H	I
1	User ID	First Name	Last Name	Email	Phone Number	Extension	Device	Service Pack	Add On
2	johnDoe@domain	John	Doe	john.doe@something.com	1665660232	5435	Polycom450_01:1a:a0:88:89:a5	Premium	Unified Messaging
3	janeDoe@domain	Jane	Doe	jane.doe@something.com	1665660233	5436	Polycom550_01:1a:a0:88:89:a6	Standard	

## Digital signatures in call recordings

In order to further enhance the security of call recordings on Horizon, a secure digital signature has been added to all call recording files. The application of this digital signature will happen to all files at the end of the audio file processing, and if a customer needs to prove that it has not been altered, an authenticity check can be run by the support teams. This check can still also be made if our standard storage retention limit of six months has been exceeded.

For customers who are required to prove the authenticity of call recordings by the FCA (Financial Conduct Authority), this new feature will prove that a recording has not been altered in transit from Gamma to the customer's premise.

### What a digital signature will not do

- 1) It does not encrypt the content of the actual audio file. The file can be played back by anyone who has access to the recording in the Horizon interface
- 2) The assurance around the validity of the file is based around on the Gamma network security and processes. In that process Gamma is a trusted party and its ISO 27k security processes ensures that no employee can alter/change the files

### How the signing procedure works

The recording, in mp3 format, is signed with the corresponding metadata (present in the same file) by the AudioConverter. Then the signature is written into a special field in the mpg3 file's ID3v2 tag.



N.B the metadata can be used for linking a call recording to call data stored in our reporting system (should it be required).

On verification the signature is fetched and removed from the mp3. The remaining data in the file (which is equal to that before signing) is validated for the now fetched signature data.

## Administrative Features

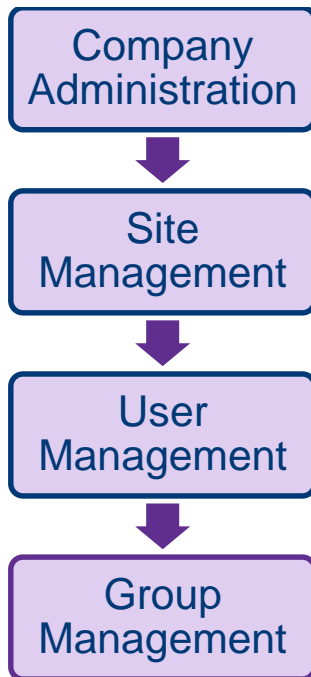
This section of the document will contain all features that can be performed as an administrator. Please note that call setup is discussed later on in the document as this can be performed by all type of users. All these features can be found on the menu which is located on administrator screen. This is the administrator's home screen where you are able to direct yourself around to configure different functions.



## Setting up the Horizon GUI or portal

As the company administrator setting up the Horizon system can be a sizeable task if a clear indication of what is required is not provided. Below we have provided a list and hierarchy of how you should establish your Horizon system:





**Company Administration** – The ability to define for the company the call profiles, service options, company portal, and company voice portal amongst other key information and options.

**Site Management** – The ability to define per site the main site DDI, and additional key information such as Schedules, Music on Hold, and Call Barring

**User Management** – The ability to create users of the system and assign them a phone to activate the devices supplied. You can also assign a telephone number, decide on any call barring, and give them optional services such as Voicemail, controlled from the system login provided.

**Group Management** – The ability to manage incoming calls and present a profile image for your company through the use of Auto Attendants and Hunt Groups.

## User

As an administrator you are able to add new users to the system which will allow them to use the Horizon system. For anyone who wants to use this system they will need to have a user account set up. A user's account is active only when it has an extension and a service pack assigned to it. And only then will the user be emailed with details such as username, password, PIN and URL.

### Add Users

To start this process you need to click "Add User" from the menu or on the list user page. There is an add button which will take you to the same page. On the first page you will need to fill in all the account details including the user's username and the e-mail that login credentials should be sent to. Alternatively you can simply put in your own email and then forward it when you wish/are ready to.

Dashboard / User Management / Add New User

## Add New User

Account > Assign Number > Assign Services > Permissions > Phone

**Location**

Site:

**Account Details**

Title:

First Name:

Last Name:

Username:  @  Department:

Mobile:

Email:

After you have filled in the account details you will automatically be taken to the 'assign number' input fields. To proceed, click "Create and Continue". This is where you give the user a DDI number and an extension. The number display shows all available numbers that are assigned to the site. You can also change what is displayed when the user calls another user; this is defaulted as their name.

Dashboard / User Management / Add New User

## Add New User

Account > Assign Number > Assign Services > Permissions > Phone

**Find a Number**

Search...

- ☐ 01655680001
- ☐ 01655680002
- ☐ 01655680003
- ☐ 01655680004
- ☐ 01655680005
- ☐ 01655680006
- ☐ 01655680007
- ☐ .....

**Extension**

Extension:  ?

**Caller ID Presented**

Same as user details ☒

Once you have assigned a number to a user, you need to select what service pack they will have and whether they can have access to voice mail. Please note that Gamma Business Communications only offer the Premium service pack. Also from this screen you are able to request more service packs. If you request more this way, you will need to go back and edit the user to complete all the remaining forms.

The next step in adding a user is to select what permissions they can have. Below you can see what permissions you can give to a user.

Always Forward To allows all incoming numbers to be forwarded to another designated number. Advance call setup will give the user more options to configure personally. If this is turned off, the administrator is still able to edit the features. Profiles give the user permission to set up 4 profiles that will perform different actions if that profile is selected. For example if a profile is set to busy then it will forward a specified number to a different number. Remote office allows users to use an external number as their own number. This allows users to use mobiles as their main number so all calls will be redirected to there, depending on what other features have been set up.

The final section is to assign the user with a device. You can assign a device that has already been added or create a new device. For existing devices, you just need to select what device you would like to give them by using the drop down that displays all devices that have been added. To create a new device you will need to select what brand the device is, what model and what MAC address.

Dashboard / User Management / Add New User

## Add New User

Account → Assign Number → Assign Services → Permissions → Phone

### Assign Device

☐ Use existing device ☒ Create new device

Vendor:

Model:

Codec:

Mac:  ?

The Codec in the phone converts speech from the handset to a digital format (IP packets) and vice versa. You will need to ensure that the maximum number of simultaneous incoming and outgoing calls does not exceed the bandwidth/codec combination arranged by your Communications Supplier.

Bandwidth estimate for various codecs are:

- G.729 codec - 30 to 50 kb/s depending on contention ratio of broadband service.
- G.711 codec – 90 to 150kb/s depending on contention ratio of broadband service.
- G.722 codec. This can only be used on external calls if the other phone in the call can support G.722. Usually 100 to 175kb/s will suffice depending on contention ratio in this case.

**Please note that if the wrong Codec is selected and there is not enough bandwidth available you may encounter poor quality external calls over all calls from your site.**

### Assign Device

Vendor:

Model:

Codec:

Mac:  ?

Once actioned you can then click “Finish and Edit” to edit the user functions further, or “Finish and Show List” to view a list of all users.

## Edit Users

Once a user has been created, they can be edited, if and when needed. The edit screen has the same screens as adding a user, as well as a few additional options. These include a personal details screen where you can add more information about a user, such as address. Call setup is also an additional screen but this will be discussed later on in this document. The final difference is call barring which allows you to give the user fewer calling permissions than the site. Unlike adding a user, when editing, you can jump to the area you need.

The first section is ‘profile’ where you are able to change any of the core information about the user. You are also able to reset their password and their voicemail PIN. Their new password or PIN will be sent to the e-mail address that is registered to that user.

**Edit John Smith**

Profile | Personal Details | DDI | Services | Call Setup | Permissions | Phone | Call Barring

**Account Details**

Title:

First Name:  Last Name:

Username:  Department:

Mobile:  Email:

The next section is personal details where you can add additional information about each user. This includes Address, City, State/County, Country, and Post Code.

**Personal Details**

Address:

City:

State/County:

Country:

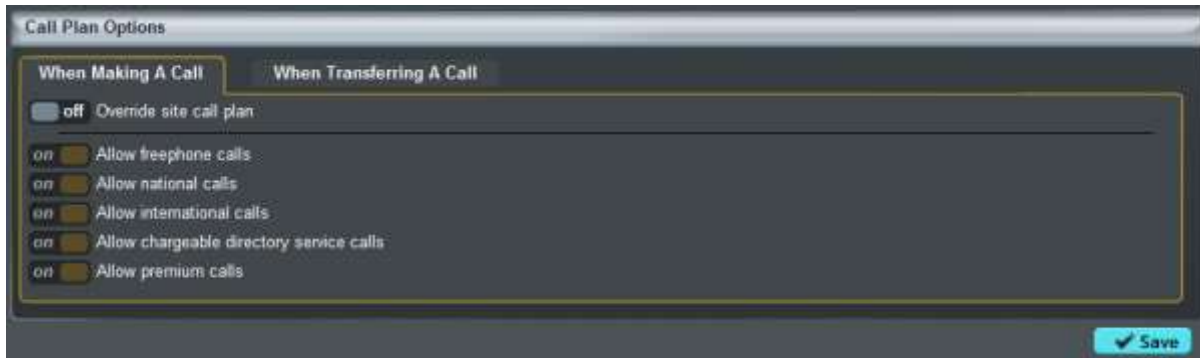
Zip or PostalCode:

The next screen is editing DDI, which allows you to change a user's number or display details. You can remove or change their number or change their extension. You are also able to change what is displayed when this user calls another user as well as change a user's service pack and optional extras.

The next option is call setup which is explained later on in this document. Similar to adding a user, you are able to select what permissions they have and change what phone they are using if needed.

The final option is call barring which allows you to override the site call plan for each individual user. You can select these settings for when a user is making a call or transferring a call and you are able to turn on:

- Allow Freephone calls
  - This allows users to make any calls that will not have a charge
- Allow national calls
  - That will allow the user to make any call to anywhere nationally
- Allow international calls
  - This give the-user permission to make any international call
- Allow chargeable directory service calls
  - Includes services such as any 118 or 123
- Allow Premium calls
  - Includes any number beginning 09



**Call Plan Options**

**When Making A Call** | When Transferring A Call

☐ off Override site call plan

☒ on Allow freephone calls

☒ on Allow national calls

☒ on Allow international calls

☒ on Allow chargeable directory service calls

☒ on Allow premium calls

**Save**

## Bulk Upload Users

As an Administrator you are able to bulk upload a number of users. This will reduce the level of effort in the creation of a large number of users. This allows you to add multiple users to the system all at once. It should be noted that you are only able to upload users to the same site. Users can be uploaded with new devices or assigned devices that are available. Horizon provides you with download templates for uploading users with a new or existing device so that you can just edit them and then upload those files with all the details you want to upload. You are only able to upload users with new devices if you are a portal administrator therefore administrators are only allowed to add users with existing devices.



**Bulk Upload Users**

**Upload File**

Site: Testing Site **Download List of Available Numbers**

Devices: ☒ Create new devices ☐ Use existing devices

File to Upload:  **Browse**

**Download Existing Devices Template** **Download New Devices Template** **Upload**

To upload users the first thing you need to do is select what site you would like the users to be on. This will make an extra button appear so you can view what available numbers that site has. Once you have done that you will need to create the csv file that you will upload.

Once you have these spread sheets open, you will then need to create a Comma Separated Values (.csv) file with the corresponding headings shown below. These files are easily created in Microsoft Excel and if you fill in the relevant column headings you can then populate the required information.

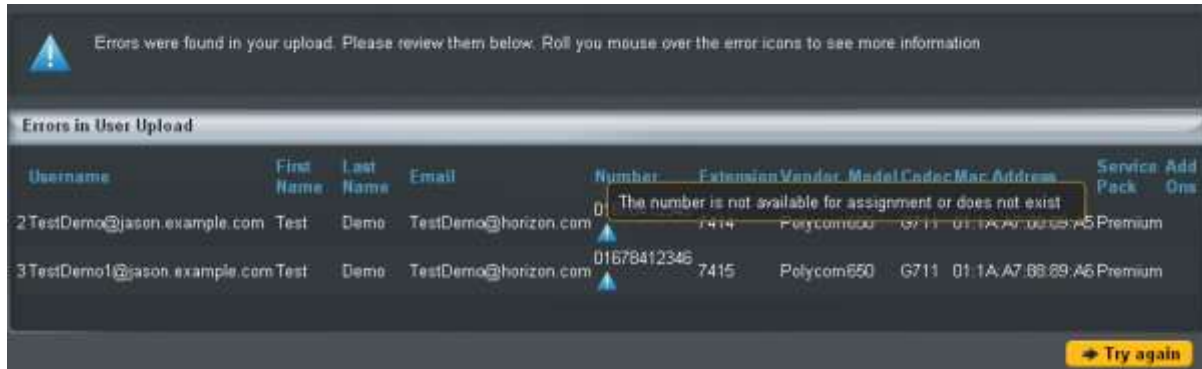
	A	B	C	D	E	F	G	H	I
1	User ID	First Name	Last Name	Email	Phone Number	Extension	Device	Service Pack	Add On
2	johnDoe@domain	John	Doe	john.doe@something.com	1665660232	5435	Polycom450_01:1a:a0:88:89:a5	Premium	Unified Messaging
3	janeDoe@domain	Jane	Doe	jane.doe@something.com	1665660233	5436	Polycom550_01:1a:a0:88:89:a6	Standard	

Once created if you save the file as .csv you are then able to use the “Upload” button to add this to the system.

Once you have clicked “Upload” you will be taken to one of two screens. One screen will tell you the upload has been successful and show you what users you are adding. The other screen will display what errors you have in your file. If you get the error in user upload, you will need to edit the csv file based upon what the error message is. So in this example you would need to check the number that the user has been given. The first column is to tell you



what row that user was created on to make it easier to update the user. To re upload the csv file click on try again and it will take you back to the previous screen.



If your upload is successful you will be presented with a confirmation screen and this will let you check that all your uploads are correct. Once you have checked all the users are as expected, click confirm and all the users will have been created and you will return to the bulk user upload home page.



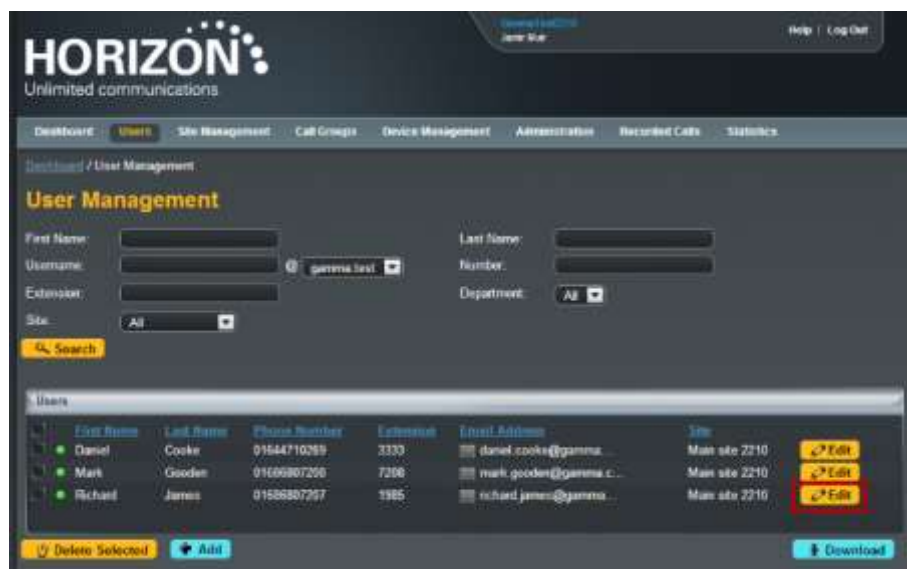
## Reset your users password (as an admin)

As an Administrator, you are able to reset your user's passwords to the Horizon portal.

Go to Users and then "List Users"



Select "Edit" on the user you want to reset the password for.



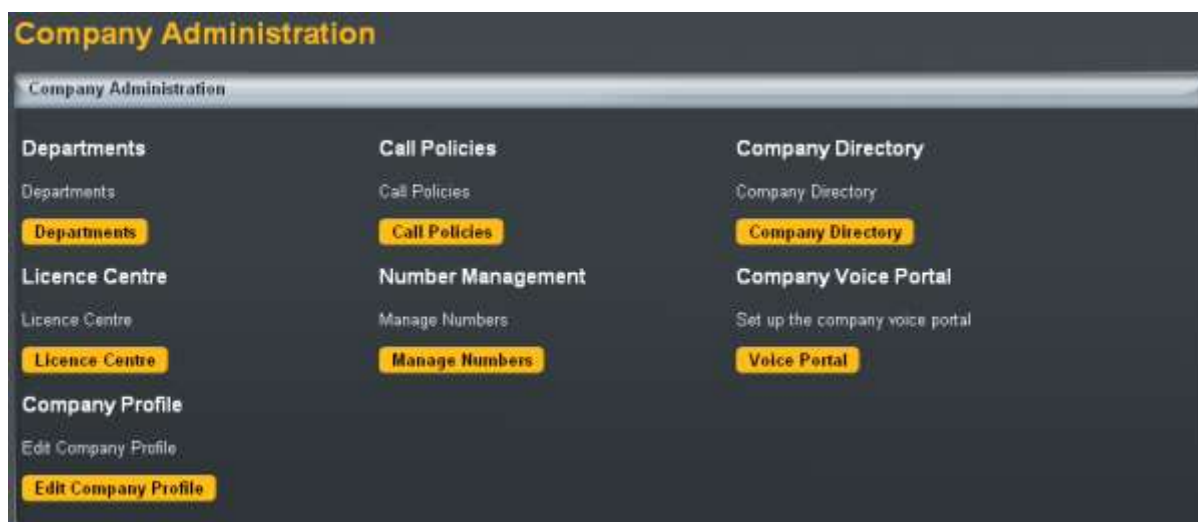
Select "Reset Password".





## Administrative Tab

This section covers features that are only available for an administrator to change and that will have an affect across the company. All these features can be found on the administrator tab on the main menu. From here you are able to get to all the features by clicking on one of the yellow buttons.



## Department

Departments can be added to the company and then used across any site. This will just give an indication of what department a user or service is in.

### To Set up a Department

Hover over Administration option in the menu and select "Departments". Alternatively you can click on "Administration" and then select the "Departments" button.



Enter the name of the new department and then click "Add".

The screenshot shows the 'Administration' tab selected in the top navigation bar. The breadcrumb trail is 'Dashboard / Administration / Departments'. The main heading is 'Departments'. Below it is a list of departments with checkboxes: 'Name', 'Network Engineering', and 'Reception'. A yellow button labeled 'Delete Selected' is below the list. The 'Add Department' form is highlighted with a red box; it contains a 'Name:' label, a text input field with the placeholder text 'New Department', and a blue 'Add' button with a plus icon.

Once your new department has been created, this will show in the list of Departments at the top of the screen.

This screenshot shows the same 'Departments' page, but the department list now includes 'New Department' in addition to 'Name', 'Network Engineering', and 'Reception'. The 'Add Department' form below is empty, with the text input field cleared. The 'Delete Selected' button remains yellow.

### Adding a Department

To add a new department to your company, you need to input the name of the department in the name field and then click “Add”. Once you have done this your new department has been created and will be displayed in the department box.

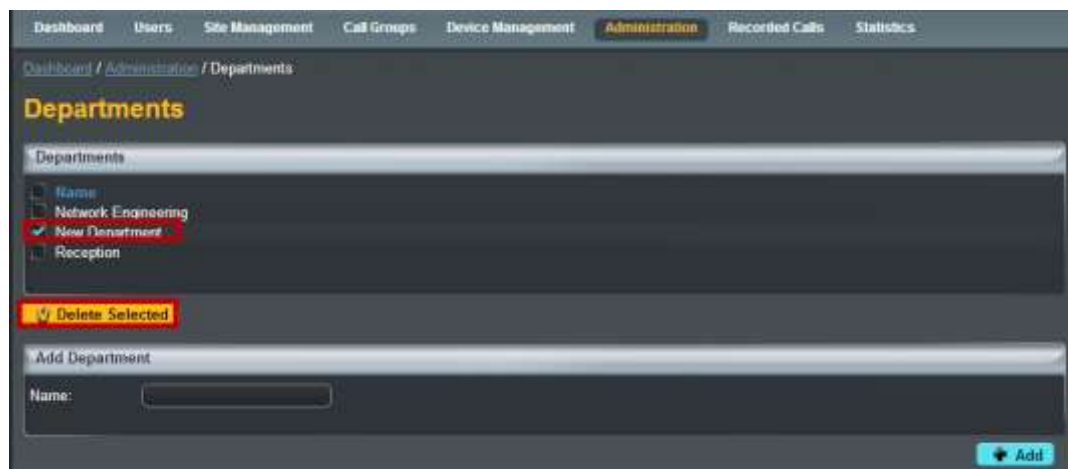
This screenshot shows the 'Add Department' form with the text input field containing the text 'it-Department'. The 'Add' button is now yellow, and a new orange 'Cancel' button has appeared next to it. The department list above still shows 'Name', 'Network Engineering', and 'Reception'.

## Deleting a Department

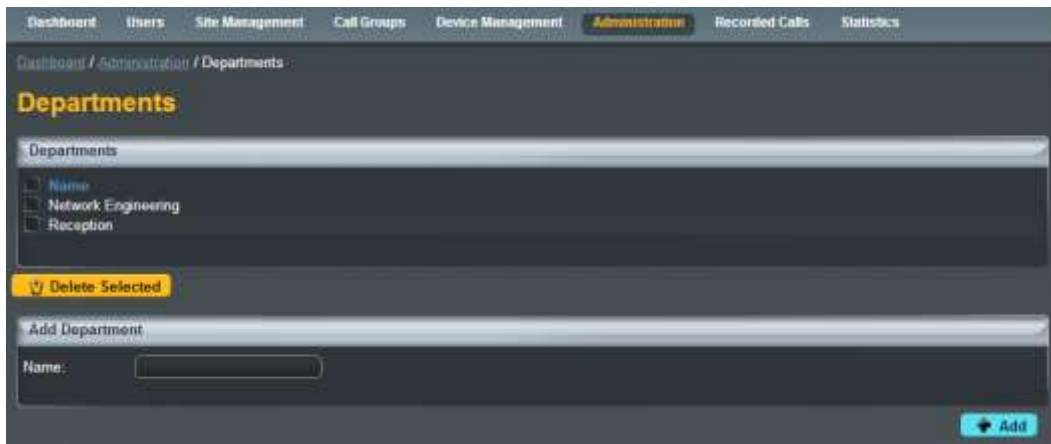
Hover over Administration option in the menu and select "Departments". Alternatively you can click on "Administration" and then select the "Departments" button.



Select the Department that you are wishing to delete by using the tick-box next to it and then click "Delete Selected".



Once your department has been delete, this will no longer show in the list of Departments at the top of the screen.



## Add or remove Users from Departments

Hover over "Users" and select "List Users".



Select the User who you want to add or remove to/from a department and click "Edit".

Dashboard / User Management

## User Management

First Name:  Last Name:

Username:   Number:

Extension:  Department:

Site:

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<input type="button" value="Edit"/>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<input type="button" value="Edit"/>
asterisk	testcall		6221	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<input type="button" value="Edit"/>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<input type="button" value="Edit"/>
Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	<input type="button" value="Edit"/>
Calvin	525		2474	ip-provisioning@gam...	Manchester	<input type="button" value="Edit"/>
Casper	P564HM	01482422481	2495	david.beale@gamma.c...	London	<input type="button" value="Edit"/>

Once the User profile has loaded up, ensure that you're on the "Profile" tab and then you can use the Department drop down menu to select if you want the User assigned to a department, or none at all.

You can also add a new department from this screen by clicking the "Add" button.

Once you've made your changes, click "Save".

Dashboard / User Management / Edit User

## Edit Alan Partridge

**Profile** Personal Details DOI Services Call Setup Permissions Phone Call Barring

Account Details

Title:  First Name:  Last Name:

Username:  Department:

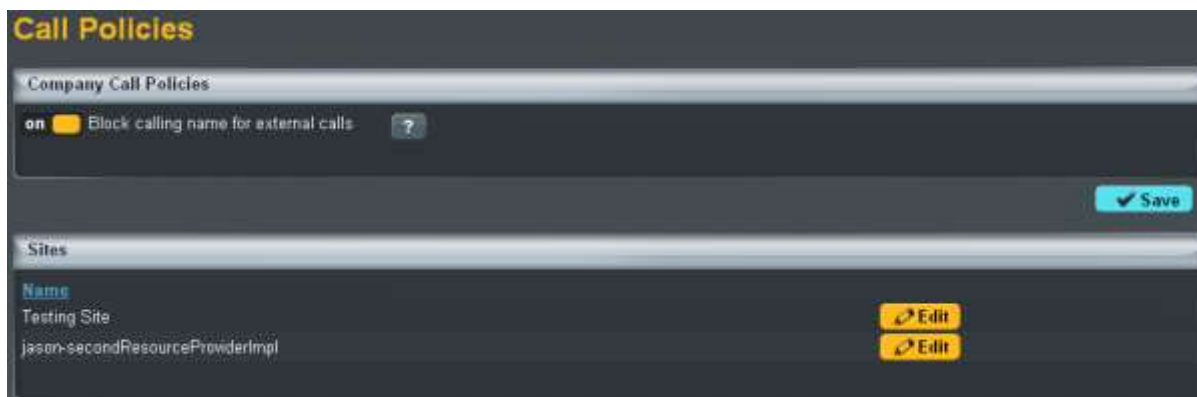
Mobile:  Email:

Settings

Enable Hot Desk? Yes ☐ No ☐

## Call Policies

Call Policies allow you to alter whether the users within your company are hidden when making an external call. You are also able to override the feature for different sites so you can have different settings for each site.



**Call Policies**

Company Call Policies

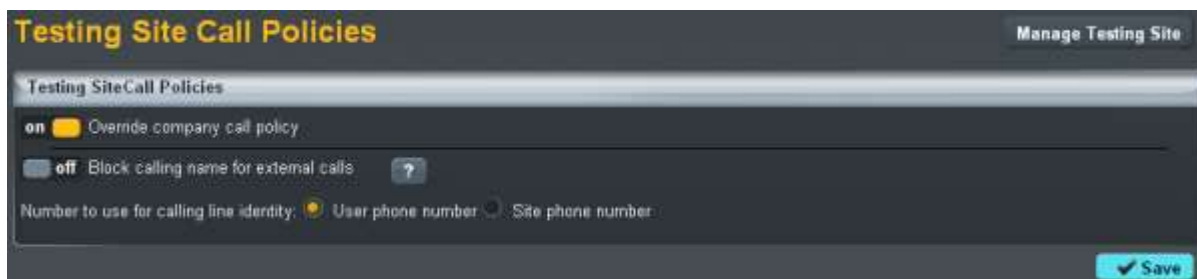
on ☐ Block calling name for external calls ?

Save

Sites

Name	
Testing Site	Edit
jasen-secondResourceProviderImpl	Edit

You are able to turn on blocking call name for external calls by clicking on the on/off switch and then saving it. If you would like to change this feature for a site click on the “Edit” button next to the sites name. This only applies within a company.



**Testing Site Call Policies** Manage Testing Site

Testing SiteCall Policies

on ☐ Override company call policy

off ☐ Block calling name for external calls ?

Number to use for calling line identity: ☐ User phone number ☐ Site phone number

Save

If you want to override company settings you need to set ‘override company call policy’ to on and then select ‘block caller name’ to on or off. If you have it on, then you need to select whether you want the person receiving the call to be presented with the user’s number or the sites number.

## External Directory

As an administrator you are able to add external directories that will be displayed on all users directory. The end user’s directory also displays all of the users as well so there is no need to add them to the directory.



**Company Directory**

First Name:  Last Name:

Number:  Extension:

Search

My Directory

First Name	Last Name	Number	Email	
John	Smith	07402365917 (7410)	Jsmith@horizon.co.uk	Edit

+ Add New Contact Delete Selected

Horizon provides three types of directory, two that are updated by the company administrator and one by end users. The below table explains the differences, who is responsible for updating/maintaining and which users' device the directory additions will be available from.



Directory type	Who updates	Overview	Who the directory is available to
Company directory	Company admin	The company directory is a list of all users within the Horizon company	All users within the company
External company directory	Company admin	The external company directory allows an admin to add external contacts to a directory that all Horizon users can access	All users within the company
User directory	End user	The user directory allows end users to add contacts unique to them	The individual user only

## Adding single contact to the external company directory

Hover over Administration option in the menu and select "Directory". Alternatively you can click on "Administration" and then select the "Directory" button.



Click "Add"



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts

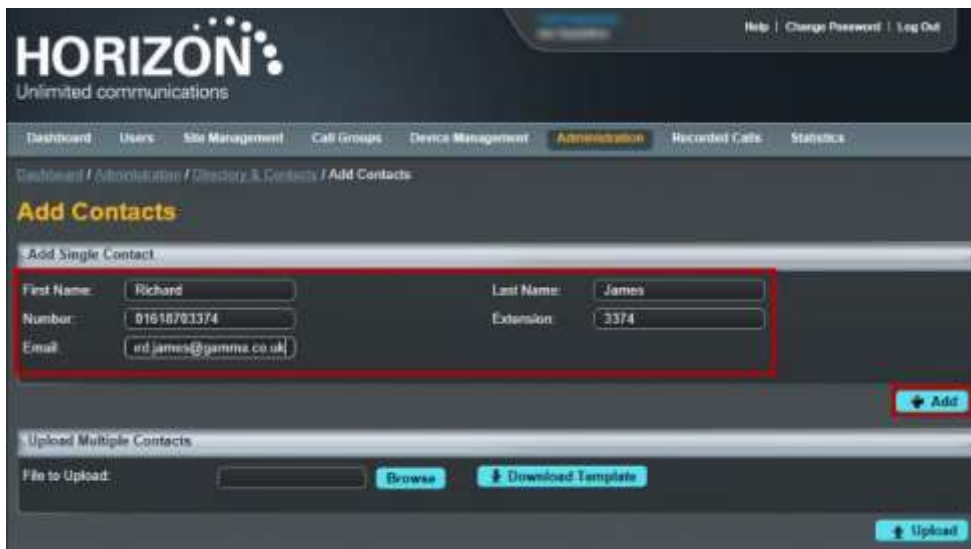
### Company Directory

First Name:  Last Name:   
Number:  Extension:

My Directory

First Name	Last Name	Number	Email Address	
<input type="checkbox"/>	testdirectory	testtest	07791494317 (3178)	mark.gooden@gamma.c... <input type="button" value="Edit"/>

Type in the First Name, Last Name, Number, Extension and Email fields and then click Add.



**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

### Add Contacts

Add Single Contact

First Name:  Last Name:   
Number:  Extension:   
Email:

Upload Multiple Contacts

File to Upload:

## Adding multiple contacts to the external company directory

Hover over Administration option in the menu and select "Directory". Alternatively you can click on "Administration" and then select the "Directory" button.





Click "Add"



Click "Download Template" to download a csv file (to be edited in Excel).

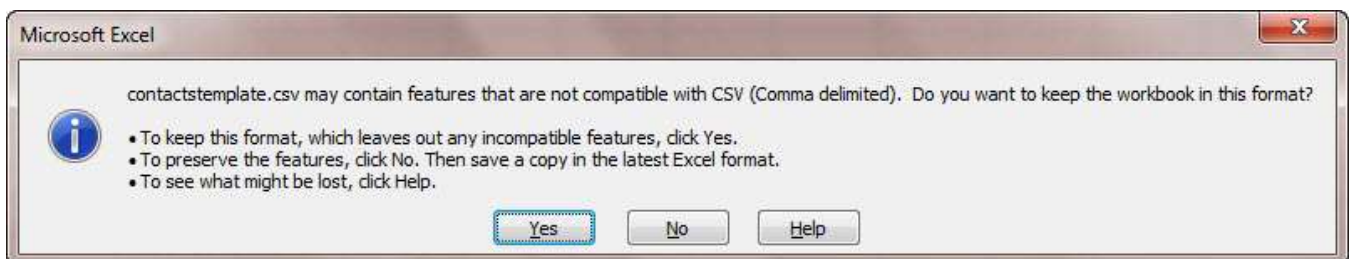
- ❗ Ensure that you save the document as a .csv file and not an Excel file as this will not work.

Locate the csv template you've just downloaded and open it up. Fill in the cells with all the contacts you wish to have in your directory.

	A	B	C	D	E	F	G
1	First Name	Last Name	Number	Extension	Email		
2	Hugh	Horizon	1234567890	1234	<a href="mailto:hughhorizon@example.com">hughhorizon@example.com</a>		
3	Richard	James	1618703374	3374	<a href="mailto:richard.james@gamma.co.uk">richard.james@gamma.co.uk</a>		
4	Donald	Duck	1234123456	5678	<a href="mailto:donaldduck@gamma.co.uk">donaldduck@gamma.co.uk</a>		
5	Test	Horizon	2071234567	2071	<a href="mailto:test.horizon@horizon.co.uk">test.horizon@horizon.co.uk</a>		
6							

Save the file.

- ❌ Ensure that you keep the file as a csv file



Click "Browse".

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management **Administration** Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

### Add Contacts

**Add Single Contact**

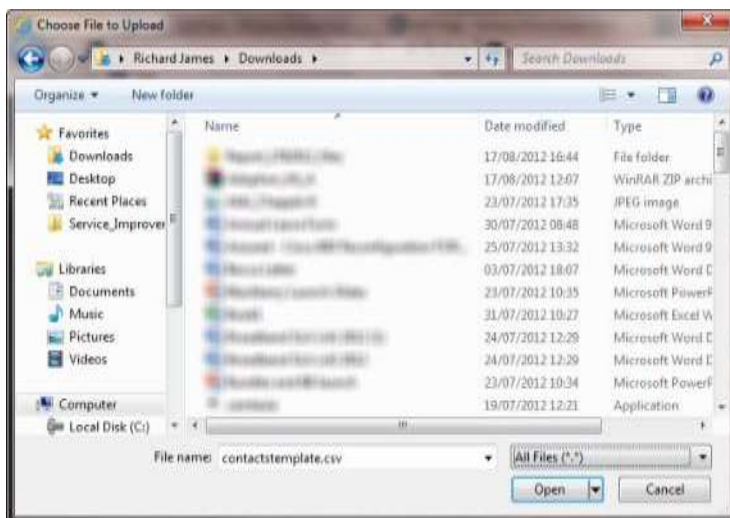
First Name:  Last Name:   
 Number:  Extension:   
 Email:

**Upload Multiple Contacts**

File to Upload:  **Browse** **Download Template**

**Upload**

Locate the file where you saved it.



Click "Upload"

**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / **Administration** / Recorded Calls / Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

### Add Contacts

**Add Single Contact**

First Name:  Last Name:   
 Number:  Extension:   
 Email:

[+ Add](#)

**Upload Multiple Contacts**

File to Upload:  [Browse](#) [Download Template](#)

[Upload](#)

Check and then confirm that you wish to import the contacts by clicking the "Confirm" button.

**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / **Administration** / Recorded Calls / Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

### Add Contacts

**Add Single Contact**

First Name:  Last Name:   
 Number:  Extension:   
 Email:

[+ Add](#)

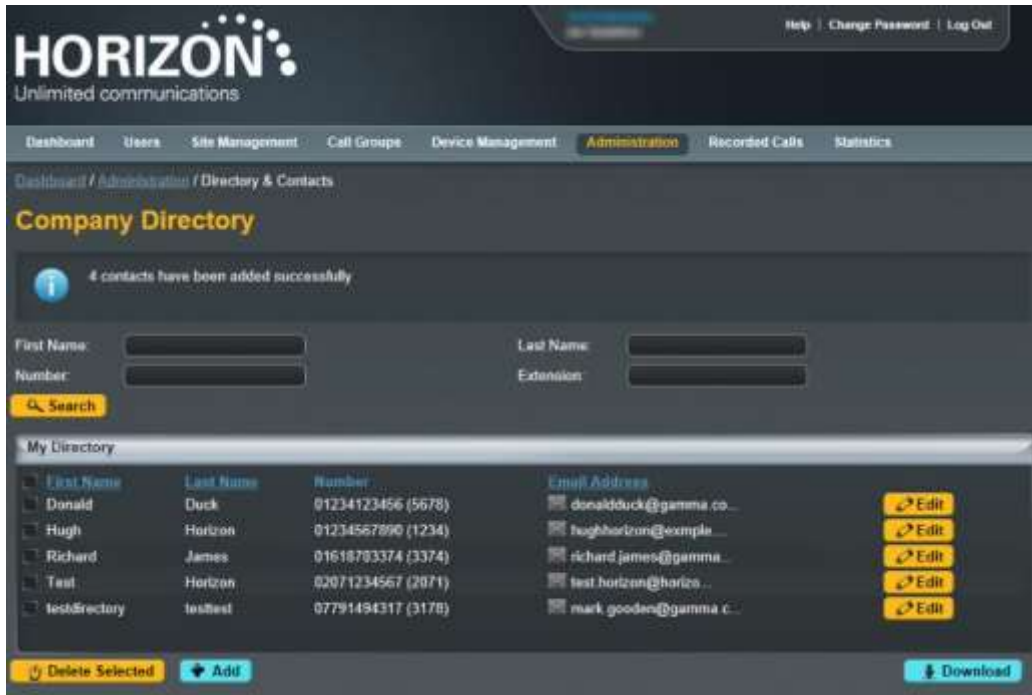
**Please confirm you wish to import this information**

**Confirm Contacts Upload**

First Name	Last Name	Phone Number	Extension	Email
Hugh	Horizon	1234567890	1234	hughhorizon@example.com
Richard	James	1618703374	3374	richard.james@gamma.co.uk
Donald	Duck	1234123456	5678	donaldduck@gamma.co.uk
Test	Horizon	2071234567	2071	test.horizon@horizon.co.uk

[Confirm](#)

A message will appear to confirm that the contacts have been uploaded successfully.



## Delete contact(s) from external company directory

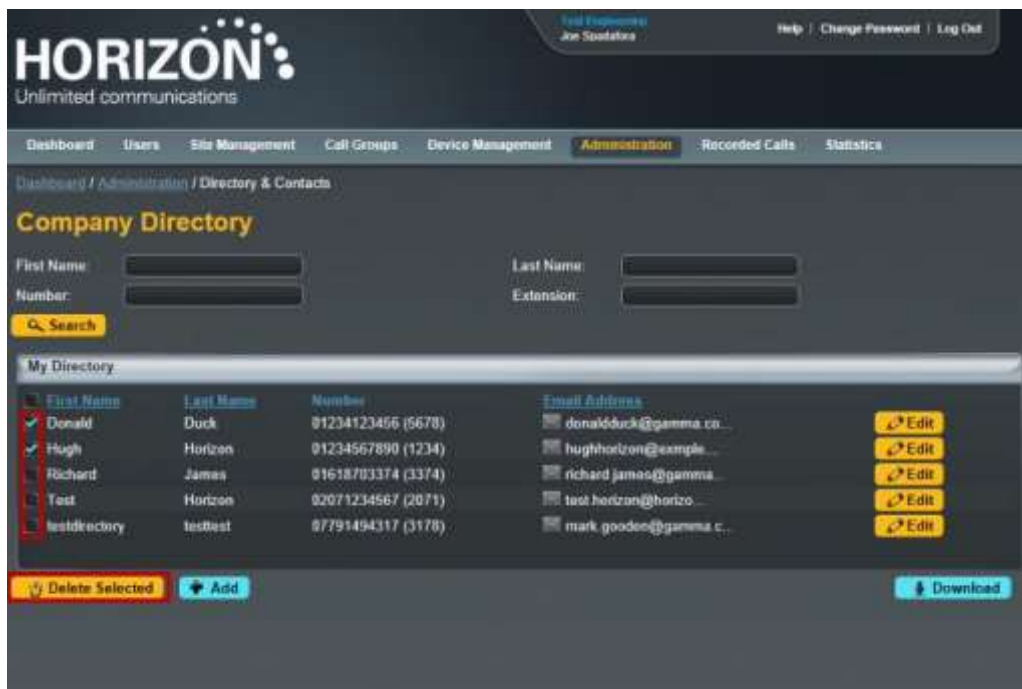
Hover over Administration option in the menu and select "Directory". Alternatively you can click on "Administration" and then select the "Directory" button.



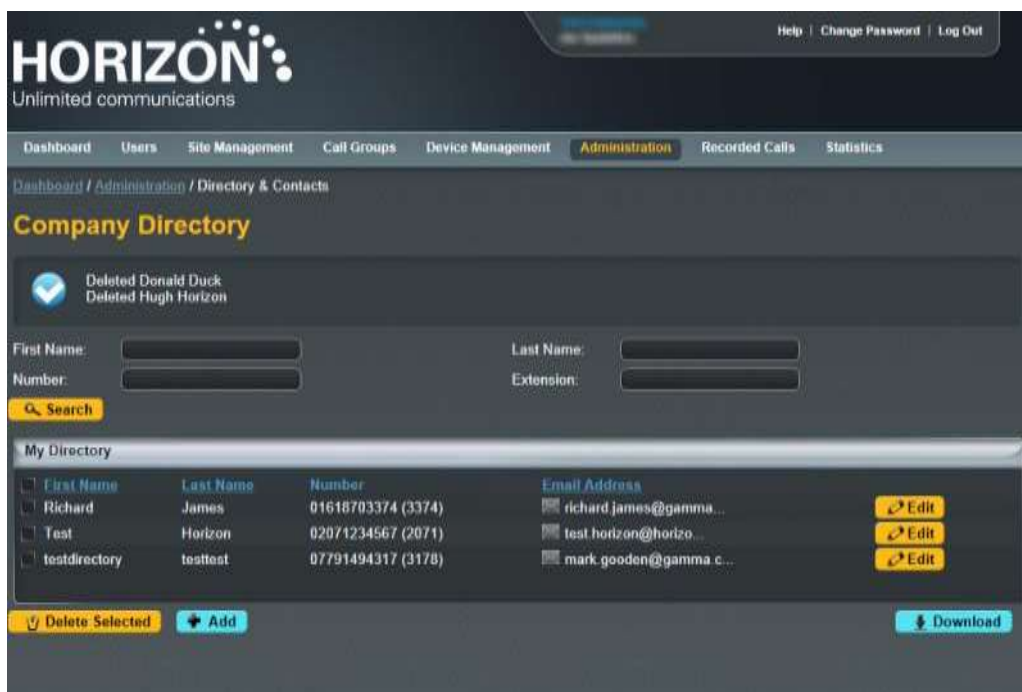
Locate the contacts which you wish to delete and tick the box next to the contact. Then click the "Delete Selected" button.



- There is no prompt to say that you are going to delete these contacts, they will be deleted as soon as you click the button



Confirmation message displayed




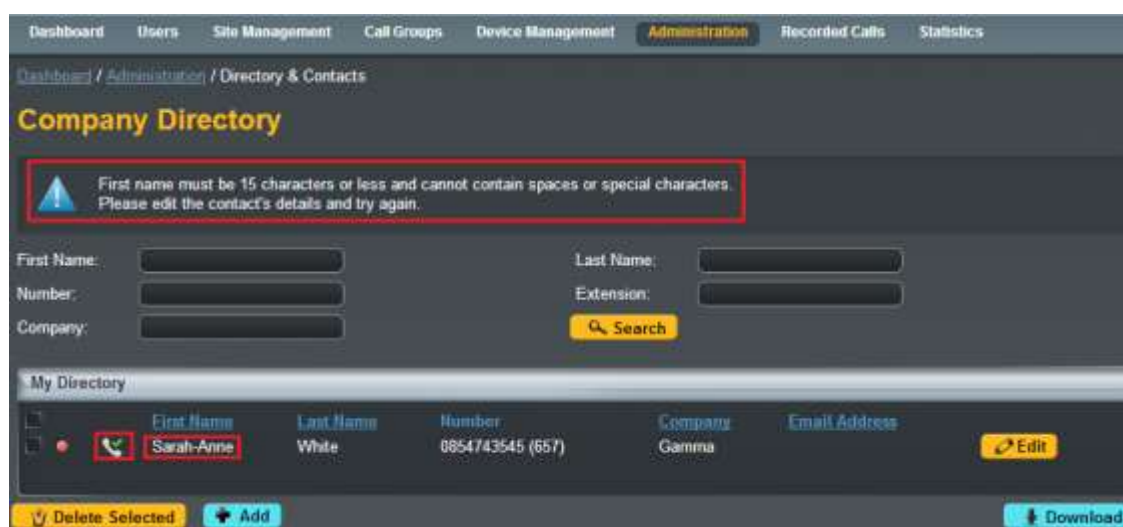
## Corporate Directory – Contact Error

Administrators and end users have the ability to add contacts to their Corporate Directory, which in turn, transfers the numbers to the directory that can be accessed via the handset.

If you find that a contact cannot be seen on the handset but can be seen on the Portal, it is possible that the contact details have one of the following restrictions:

- A contact must not have a first name greater than 15 characters
- A contact cannot contain spaces
- A contact cannot contain special characters such as -,./'s

If a contact has not been made visible to the phone, the  icon will be displayed on the Administrators portal confirming that further validation is needed to confirm the contact as a valid entry



Dashboard / Users / Site Management / Call Groups / Device Management / **Administration** / Recorded Calls / Statistics


Dashboard / Administration / Directory & Contacts

### Company Directory

First name must be 15 characters or less and cannot contain spaces or special characters. Please edit the contact's details and try again.

First Name: [ ] Last Name: [ ]  
Number: [ ] Extension: [ ]  
Company: [ ] **Search**

My Directory

	First Name	Last Name	Number	Company	Email Address	
<input type="checkbox"/>	 Sarah-Anne	White	0854743545 (657)	Gamma		<b>Edit</b>

**Delete Selected** **Add** **Download**

In order to amend the contact, the administrator needs to simply edit their details and click the “Save” button which will then re-upload this amended contact to the system.



Dashboard / Users / Site Management / Call Groups / Device Management / **Administration** / Recorded Calls / Statistics

Dashboard / Directory & Contacts / **Edit Contact**

### Edit Contact

Add Single Contact

First Name: **Sarah-Anne** Last Name: White  
Number: 0854743545 Extension: 657  
Email: [ ] Company: Gamma

**Save**

## Alpha Tagging

It is possible to view a caller's name and number when an external call is received to a Horizon user if the caller's details are held within the Horizon corporate directory.

Alpha tagging is also possible on outbound calls provided the contact is within the Horizon corporate directory however it is worth noting that any outbound alpha tagging does not work on if the call is made from either an IP DECT handset or from the soft clients

## Subscription Centre

Subscription centre allows you to manage your subscriptions. You can view the number of remaining subscriptions and add more if you wish. Select the subscription centre from the main menu which is under the administration option. You will be taken to a page where you are able to view how many available subscriptions you have and how many are currently being used.

Subscription Centre			
Available User Subscriptions			
Name	Used	Available	
Premium	5	45	<a href="#">More Info</a>
Standard	0	50	<a href="#">More Info</a>
Auto Attendant	4	10	<a href="#">More Info</a>
Voice Mail	1	49	<a href="#">More Info</a>
Available Call Group Subscriptions			
Name	Used	Available	
Call Parking	1	10	<a href="#">More Info</a>
Call Pick Up	1	10	<a href="#">More Info</a>
Call Recording	1	49	<a href="#">More Info</a>
Hunt Group	3	10	<a href="#">More Info</a>
Instant Conference Group	7	43	<a href="#">More Info</a>
			<a href="#">Request More</a>

If you want to find out more information about a service, click on “More Info” next to the service. If you select the service, it will display all the features that users have and if you select one of them it will give you a small definition about the features that are available.

### Premium

**Usage**  
**5 used**  
**45 available**  
[Show Users](#) [Request More](#)

**Features**  
Incoming Call  
[Account/Authorization Codes](#)  
[Anonymous Call Rejection](#)  
[Authentication](#)  
[Auto Attendant](#)  
[Automatic Callback](#)  
[Automatic Hold/Retrieve](#)  
[Basic Call Logs](#)  
[Busy Lamp Field](#)  
[Call Capacity Management](#)  
[Call Forwarding Always](#)  
[Call Forwarding Busy](#)  
In Call  
Outgoing Call

**Feature Information**  
Auto Attendant  
Provides companies with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. Auto Attendant is reached by dialing an associated phone number or an extension. Once connected to the Auto Attendant the caller is played a greeting that provides a menu of options to complete call routing.



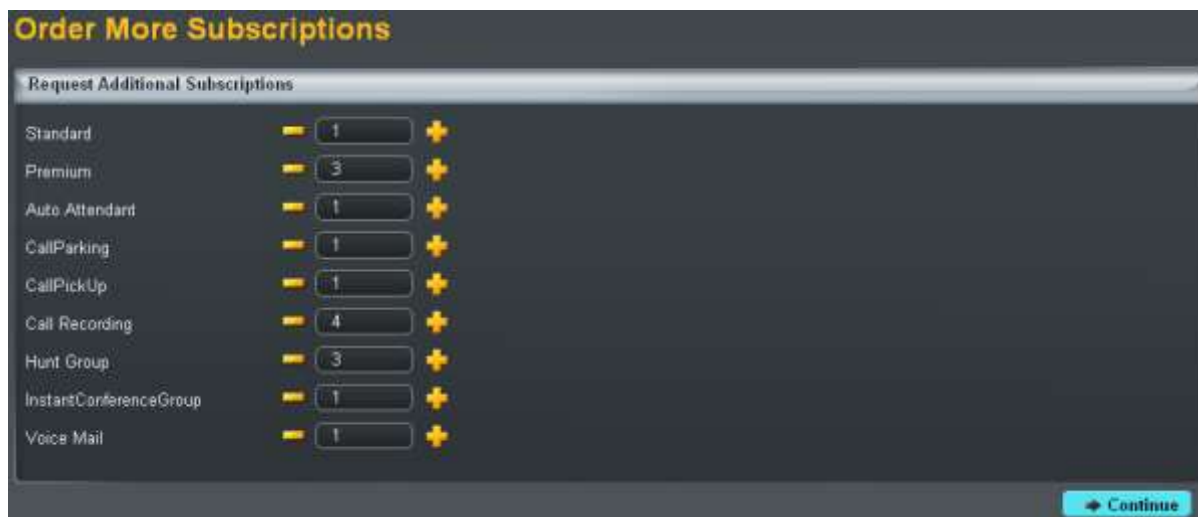
From there you are able to select request more or show users and if you select show users you will see a table that displays all users.



**Premium Users**

Users			
Name	Username	Number	Email
a test user first it test user last	jason-it-end-user	01665680000 (2422)	mcassidy@gammatelcom.com
John Smith	JohnSmith	01665680004 (7646)	JohnSmith@hotmail.com
Jane Smith	JaneSmith	(5432)	Jamith@hotmail.co.uk
User Two	fghdthfd	01665680006 (4365)	hghfhgh@hghdf.om
User one	sdfgdgdfs	01665680008 (5423)	dghdsgs@fghsdgds.com

If you click “Request More”, which can also be found on the subscription centre home page, you can add more services by clicking the plus or minus icons or just entering the number of subscriptions you want into the box. When you have completed the form, click on continue and you will be asked to confirm the order. Once an order has been confirmed the main administrator will be contacted with your request.



**Order More Subscriptions**

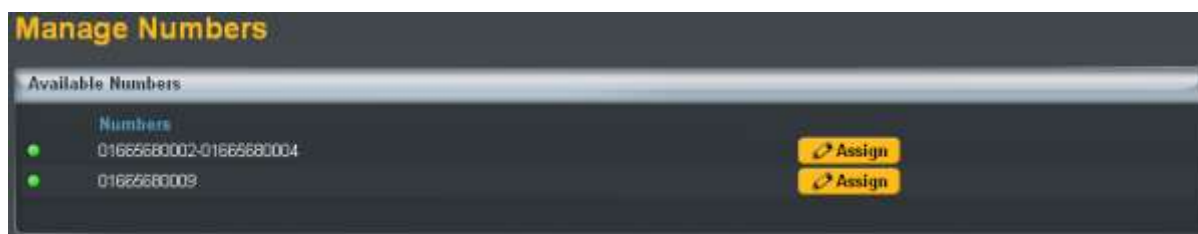
Request Additional Subscriptions

Standard	<input type="text" value="1"/>	+
Premium	<input type="text" value="3"/>	+
Auto Attendant	<input type="text" value="1"/>	+
CallParking	<input type="text" value="1"/>	+
CallPickUp	<input type="text" value="1"/>	+
Call Recording	<input type="text" value="4"/>	+
Hunt Group	<input type="text" value="3"/>	+
InstantConferenceGroup	<input type="text" value="1"/>	+
Voice Mail	<input type="text" value="1"/>	+

[Continue](#)

## Number Management

The number management section allows you to move DDI numbers between different sites so they can be used for different features.

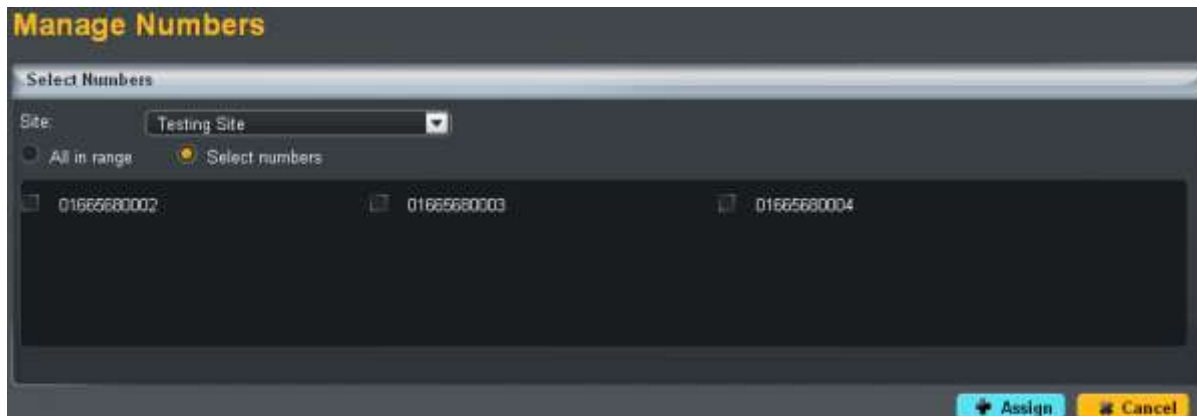


**Manage Numbers**

Available Numbers

Numbers	
01665680002-01665680004	<a href="#">Assign</a>
01665680009	<a href="#">Assign</a>

The home page will display all available numbers your company has, showing them as a range or individual numbers. To assign a number to a site click on “Assign”, if you select a range it will give you the option of assigning all of the numbers in that range or select individual numbers in that range. If you select a single number it will ask you what site you want to assign that number to.



**Manage Numbers**

Select Numbers

Site: Testing Site

☐ All in range
 ☒ Select numbers

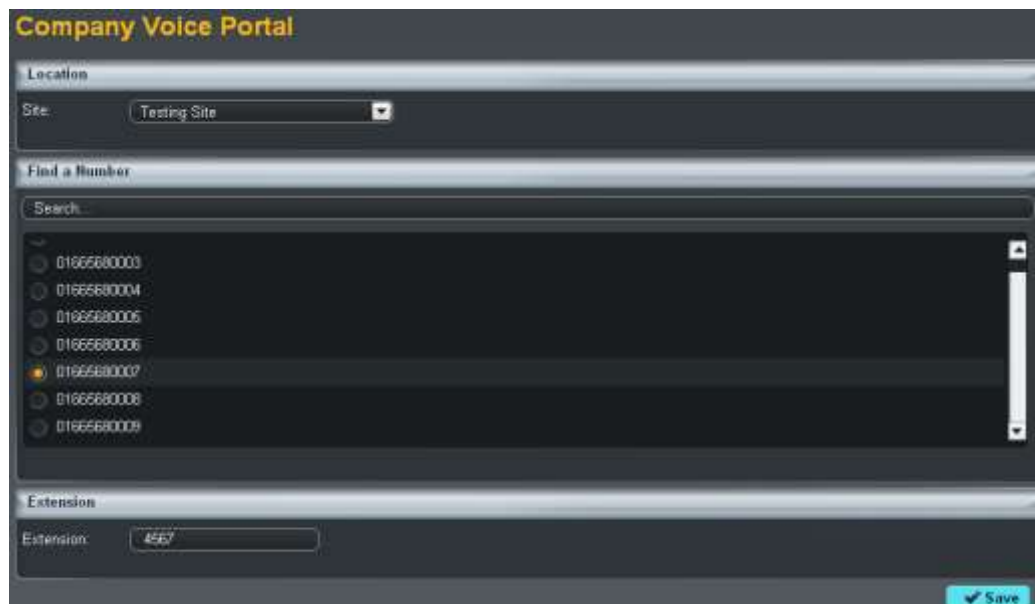
<input type="checkbox"/>	01665680002	<input type="checkbox"/>	01665680003	<input type="checkbox"/>	01665680004
--------------------------	-------------	--------------------------	-------------	--------------------------	-------------

Once you have selected all numbers you want to assign to a site click “Assign” and then the numbers will be free to use for any user or service that has the site allocated.

## Company Voice Portal

The voice portal provides an interactive voice response application that can be called by a user from any phone, to manage their services and voice mailbox, or to change their PIN. For this feature to work across a site then the site DDI needs to have been set up. To set up a DDI for a site you just need to go to site management and select a site and then there will be a box that says “Site DDI”. To set this up you need to give the voice portal a site and then assign it a free number from that site, even though the voice portal is set to a site, all sites are still able to access it. You are also able to give the voice portal an extension.

To use the voice portal, either press the message key on your desk phone, or if you are outside the office, dial the Voice Portal DDI then enter your extension number followed by your 6 digit voice portal passcode.



**Company Voice Portal**

Location

Site: Testing Site

Find a Number

Search:

- ☐ 01665680003
- ☐ 01665680004
- ☐ 01665680005
- ☐ 01665680006
- ☒ 01665680007
- ☐ 01665680008
- ☐ 01665680009

Extension

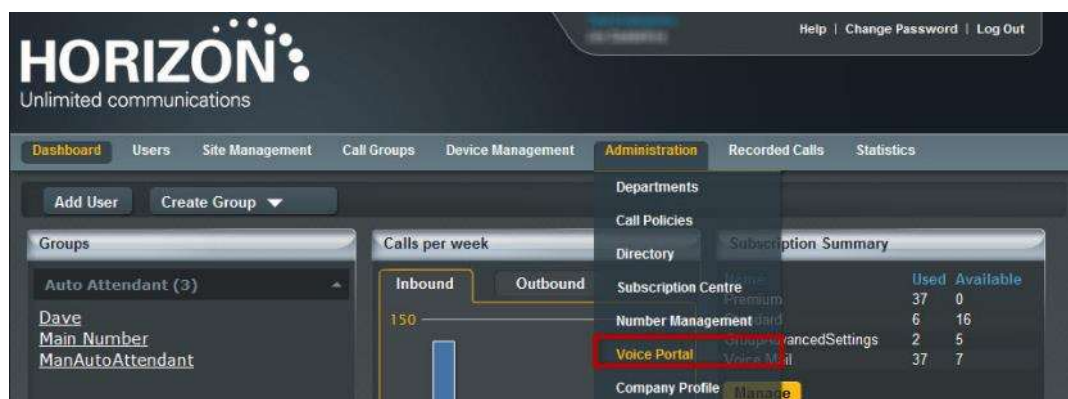
Extension:

## Set up Company Voice Portal

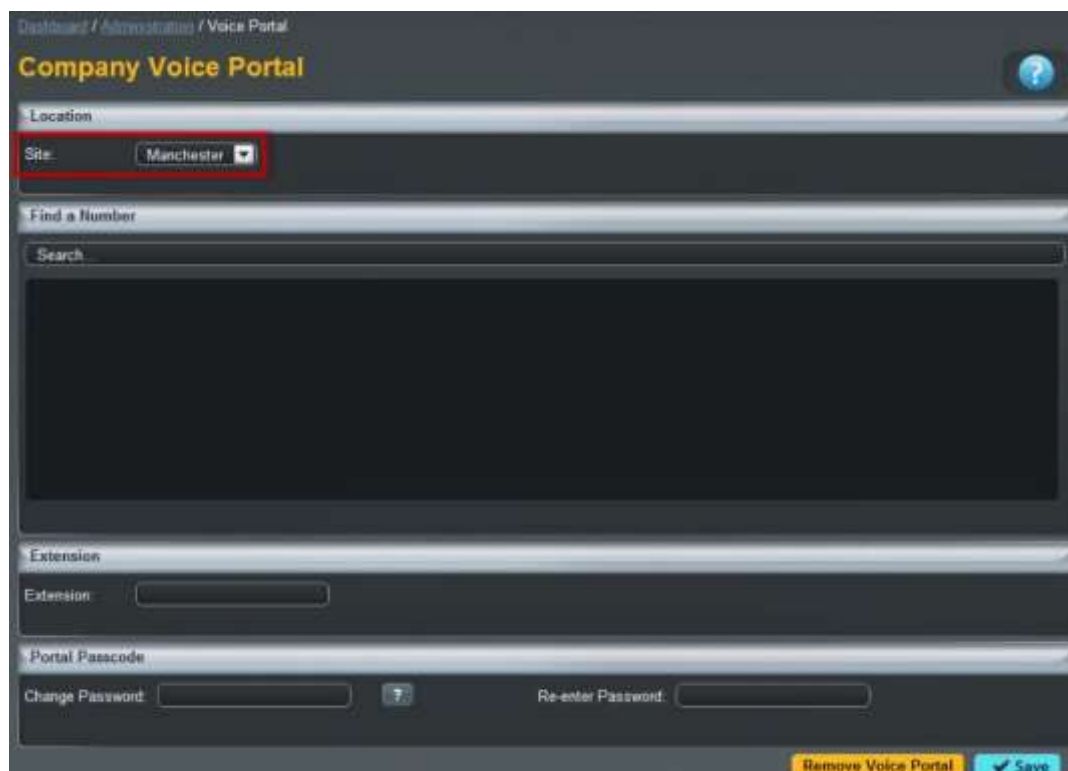
The Company Voice Portal provides an interactive voice response (IVR) application that can be called by any user, from any phone. The IVR allows the user to manage their services and voice mailbox, as well as changing their pass code if needed. For this feature to work throughout a site, the site DDI needs to have been setup under the "Site Management" section.

To setup the Company Voice Portal you simply need to assign it to a site, and select a free number, whilst giving it an extension if required for easier internal access.

Select "Administration" and then "Voice Portal".



Select the Site you want to set up the Company Voice Portal for.



Select the number you want to have for the Company Voice Portal. Then enter the extension number you want for the Company Voice Portal and click save.

### Company Voice Portal

Location

Site: Testing Site

Find a Number

Search...

- ☐ 01665680003
- ☐ 01665680004
- ☐ 01665680005
- ☐ 01665680006
- ☒ 01665680007
- ☐ 01665680008
- ☐ 01665680009

Extension

Extension: 4567

### Set up Voicemail for a user

Login to the Horizon portal and from the user's menu, select 'list users'.

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

**List Users**

Add User Add User Bulk Add Users

Groups

Auto Attendant (1)

Dave

Call Pickup (3)

Call Parking (2)

Hunt Group (8)

Call Queue Group (3)

Instant Conference Group (2)

Calls per week

Inbound Outbound

Subscription Summary

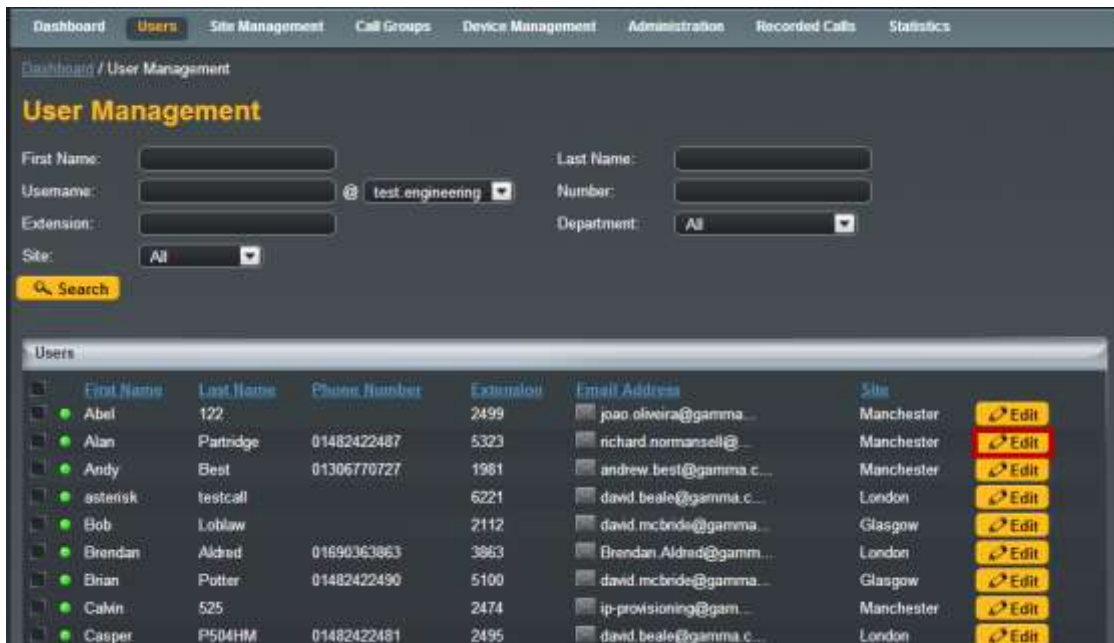
Name	Used	Available
Premium	38	1
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	40	5

Manage

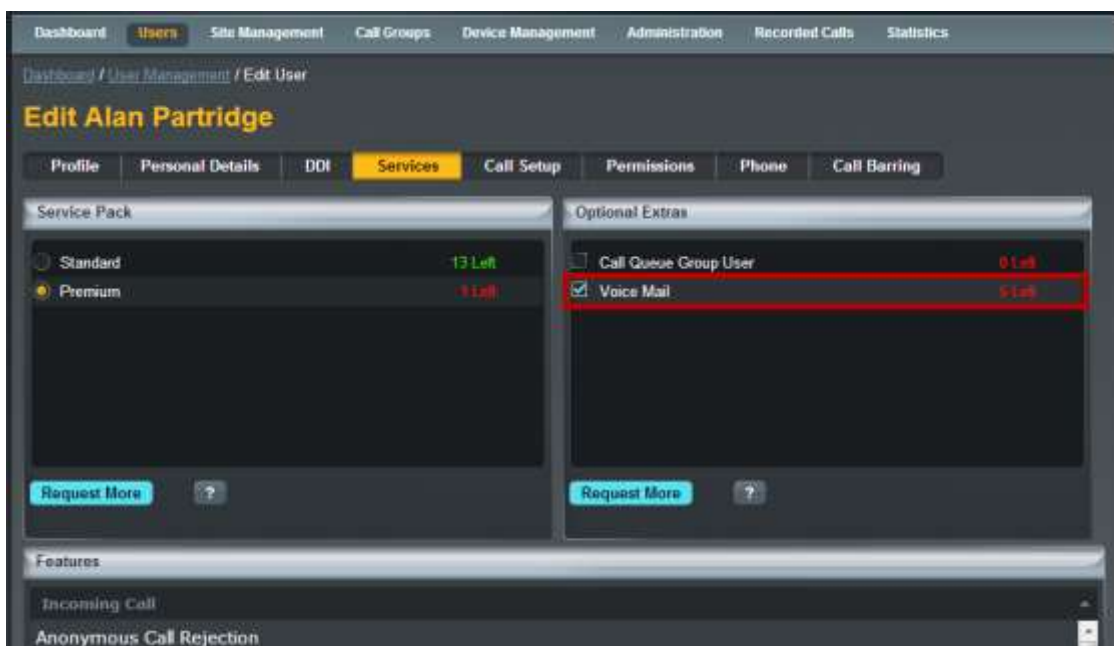
Top 10 Callers (Calls Received)

Calls	Minutes
1. David Holland (27)	
2. Donald Duck (19)	
3. Pascal 335 (19)	
4. Voice Portal User (10)	
5. David P450HM (10)	
6. Brian Potter (9)	
7. 08081788000 (5)	
8. Paco 331 (5)	
9. Mark G - Desk (4)	
10. Andy Best (3)	

Select the user that you want to set up Voicemail for and click "Edit".



Click on "Services" and ensure that you have got ensure Voicemail services left, and then tick the tick box.



Click "Call Setup" and under the Incoming Calls header, click "Settings". From here you can select when you want to send calls to your voicemail (i.e. when you are busy or when you do not answer).

The screenshot shows the 'Edit Alan Partridge' page with the 'Call Setup' tab selected. The 'Voicemail Settings' section is active, showing options for 'Announcement' and 'Notification Settings'. The 'Announcement' section has two radio buttons: 'Use Default with Personalised Name Audio' (selected) and 'Use My Audio file'. Both options have a 'Recorded from Voice Portal' label and a 'Change' button. The 'Notification Settings' section has a checkbox for 'Notify Me at This Address' and a text input field. At the bottom right, there are buttons for 'Change Voicemail Pascode' and 'Save'.

If you want to adjust any of the Voicemail settings, look at the 'Amend Voicemail Settings' section. Now select "Call Handling" and then you can set what you'd like the call to do.

### Change users Voicemail Password

Login to the Horizon portal and from the Users menu item, select "List Users".



Select the user that you want to change the user password for Voicemail and click "Edit".



Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @ test.engineering  Number:

Extension:  Department: All

Site: All

[Search](#)

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Abel	122		2499	joao.oliveira@gamma...	Manchester	<a href="#">Edit</a>
<input type="checkbox"/>	Alan	Partridge	01482422487	5323	richard.normansell@...	Manchester	<a href="#">Edit</a>
<input type="checkbox"/>	Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<a href="#">Edit</a>
<input type="checkbox"/>	asterisk	testcall		6221	david.beale@gamma.c...	London	<a href="#">Edit</a>
<input type="checkbox"/>	Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<a href="#">Edit</a>
<input type="checkbox"/>	Brandon	Aldred	01690363863	3863	Brandon.Aldred@gamm...	London	<a href="#">Edit</a>
<input type="checkbox"/>	Brian	Potter	01482422490	5100	david.mcbride@gamma...	Glasgow	<a href="#">Edit</a>
<input type="checkbox"/>	Calvin	525		2474	ip-provisioning@gam...	Manchester	<a href="#">Edit</a>
<input type="checkbox"/>	Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	<a href="#">Edit</a>

Select "Call Setup" and then click the "Voicemail Settings" link and then "Change Voicemail Passcode".

Dashboard / User Management / Edit User

## Edit Alan Partridge

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Voicemail Settings**

Announcement

☐ Use Default with Personalised Name Audio Recorded from Voice Portal [Change](#)

☒ Use My Audio file Recorded from Voice Portal [Change](#)

Notification Settings

☐ Notify Me at This Address

[Change Voicemail Passcode](#) [Save](#)

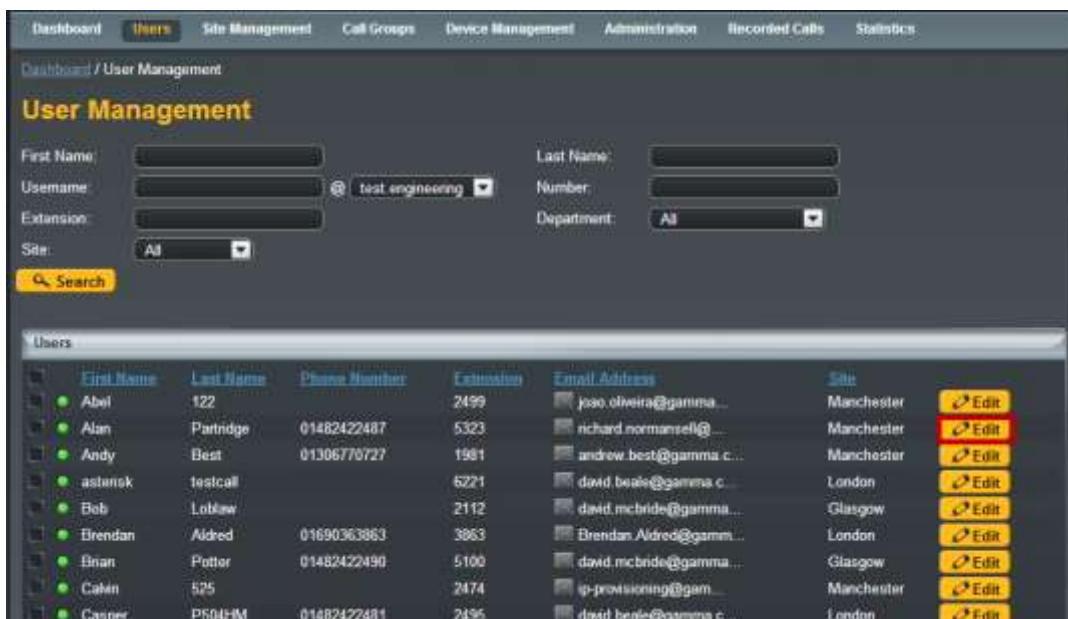
### Amend Voicemail Settings

You can amend the audio file that is used on the Voicemail announcement and what email address you would like to use to be notified when you have a voicemail.

Login to the Horizon portal and from the Users menu item, select "List Users".



Select the user that you want to set up Voicemail for and click "Edit".



Click "Call Setup" and under the Settings header, click "Voicemail Settings".



## VoiceMail Mailbox Options

Key	Action
1	Voicemail Box
2	Change Express Profile
3	Change Greeting Name
4	Change Call Forwarding Options
7	Change Hotelling Options
8	Change Passcode
9	Exit

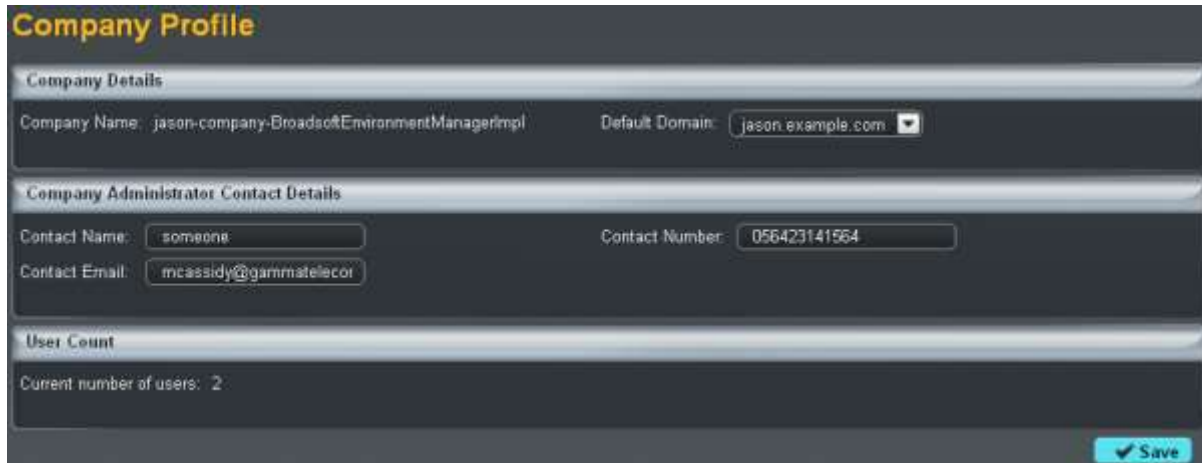
## When playing a voicemail message

Key	Action
1	Will rewind the message
2	Will pause/play the message
3	Will skip 5 seconds of the message
4	Play the message again
5	Play the message information (date/time/number called from)

6 Skip to the end of the message

## Company Profile

The company profile page displays basic information about the company. This page is editable so you can update the company administrator if necessary. It will also display how many users you have registered. To edit any of the information simply edit the text boxes, click “Save” and your company information will be updated.




The screenshot shows the 'Company Profile' page with the following sections:

- Company Details:** Company Name: jason-company-BroadsoftEnvironmentManagerImpl, Default Domain: jason.example.com (dropdown menu).
- Company Administrator Contact Details:** Contact Name: someone, Contact Number: 056423141564, Contact Email: mcassidy@gammatelecom.
- User Count:** Current number of users: 2.

A green 'Save' button with a checkmark is located at the bottom right.

## Groups

There are several groups which provide a variety of features to the users. To configure a group you need to click on the yellow button that is under the group header you want to modify.



The screenshot shows the 'Group Management' page with the following sections:

- Auto Attendant:** Auto Attendant, Auto Attendant (yellow button).
- Call Parking:** Call Parking, Call Parking (yellow button).
- Call Pickup:** Call Pickup, Call Pickup (yellow button).
- Hunt Group:** Hunt Group, Hunt Group (yellow button).
- Instant Conference Group:** Instant Conference Group, Instant Conference Group (yellow button).

## Auto Attendant

Auto attendant allows callers to be automatically transferred to another person without the intervention of an operator or receptionist. When you are setting up an auto attendant you select what options will represent each keypad number and then record a message giving a prompt for each keypad option.

There is no limit on the number of Auto Attendants; however there is a limit of up to 3 levels.

When creating an auto attendant you need to select a site which will be responsible for this service. All users across all sites can use an auto attendant. Once you have selected a site, you will need to fill in the details about it, such as name, username and a department. Once you have completed the details, you need to plan the dialling scope.

**Create New Auto Attendant** Account Menu Options Assign Number Audio

**Location**

Site: Choose One

**Attendant Details**

Name: Username: jason.example.com

Department: Choose One

**Dialling Scope**

**Scope of extension dialling** Company Site Department

**Scope of name dialling** Company Site Department

**Name Dialling Entries** LastName + FirstName LastName + FirstName or FirstName + LastName

Cancel Continue

When completing the account page you will need to select the menu options that handle business hours and holiday settings. To set up, select one of the different menus either business hours, or out of business hours. Then the business hours and holiday section pop up. You are able to select a schedule that has already been created by selecting the schedule in the drop down, or you can create a new schedule by clicking the plus symbol. To see how you create schedules see the schedule chapter.

**Create New Auto Attendant** Account Menu Options Assign Number Audio

**Auto Attendant Options**

Use the same menu all the time Use different menus during and after business hours

Business Hours: None ? +

Holiday: None ? +

Once the correct schedule is selected, you need to fill in the menu options.

When selecting one of the options, enter a number you would like the call to be forwarded to. When you have selected all the options, click “Continue” for the next step.

**Menu Options**

**Business Hours** After Hours

1 None	7 Repeat Menu
2 Transfer With Prompt	8 Exit
3 Transfer Without Prompt	9 None
4 Transfer To Operator	0 None
5 Name Dialling	* None
6 Extension Dialling	# None

Cancel Continue



The options which can be implemented here are:

**Transfer with Prompt – NOT CURRENTLY AVAILABLE** – This will allow the user to hear a recorded message played once they have selected a menu item, i.e. please hold whilst we connect you.

**Transfer without Prompt** – This will forward the call to the required destination once a menu item is selected. This destination could be a user, call group i.e. hunt group or new auto attendant.

**Transfer to Operator** – This will forward the call to the Company Operator as defined under the “Company Management” section.

**Name Dialling** – This will allow the caller to type in a name based on your dialling scope through the Horizon handset, i.e. my name Chris would be typed from the handset as 222447774447777

**Extension Dialling** – This will allow the caller to type in a user’s extension, allowing the call to connect to this extension based on your dialling scope.

**Repeat Menu** – This option will replay the call recording associated to this auto attendant to effectively replay the menu items to the caller

**Exit** – This option will effectively terminate the call on behalf of the caller

**None** – This option will mean the menu option will take no effect on the call routing of the call

Once you have set this up for Business hours then you would need to click on the “After Hours” tab which will allow you to define this also.

Clicking on the “Continue” button will then allow you to define a number for the auto attendant, extension for internal call routing, and display name for presentation once the call is delivered.

The next section is to assign your auto attendant a DDI number, an extension as well as a caller display name. You will need to select an available number that is attached to the site responsible for the auto attendant. The caller display will be displayed on the device receiving the call.



The final page to establish your auto attendant is to upload the audio file to be played when the call is connected. This step can be bypassed if recording your message via a phone. In order to upload this you'll need to record a file in the following format:

- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit mono, 7 kb/sec

### Recording an Auto Attendant via my phone

After setting up your Auto Attendant without a file recording you have the ability to record an Auto Attendant message through a phone allocated to the same site as the Auto Attendant.

In order to action this you have to first setup the Company Voice Portal pass code which has now been added as a definable option under the Administration/Voice Portal option.

Prior to recording an Auto Attendant through your phone please note that you can only do this from an internal phone and when recording for an Auto Attendant that is on the same site as the phone you are calling from. In some cases you may need to ensure all Auto Attendants are assigned to a single site where your voice recording resource is located, if looking to manage multiple multi-site Auto Attendants.

In order to access the Company Voice Portal to record a message for the required Auto Attendant you:

1. Dial the Company Voice Portal number as established for the Company
2. At the prompt enter the Voice Portal 4 digit extension for the Company Voice Portal
3. Enter the pass code defined
4. Press menu option 1 to change the Auto Attendant greeting
5. At the prompt for the Auto Attendant enter the 4 digit extension of the Auto Attendant you would like to record.
6. Press 1 to record business hours greeting
7. Press 2 to record an out of hours greeting
8. Once recorded looked to review prior to saving
9. Test the Auto Attendant by calling the incoming number and routing to test that this has been recorded correctly and adjust through points 1 – 8 if required.

## Call Pickup

Call Pickup allows users to answer any ringing call within their call pickup group. This function can only be set up by the Administrator. This feature has the ability to pick up calls in a 'Call Waiting' state, i.e. when a user is on the phone, as well as when a number is physically ringing.

Each user is only able to be in one call pickup group and these can be created through the "Call Pickup" button.

To pick up a ringing call, users dial **\*98** which connects them to the caller. If more than one line in the call pickup group is ringing, the call that has been ringing the longest is picked up. Each user is only able to be in one call pickup group.

There is also Directed Call Pickup, which is the Horizon Shortcodes **\*97** followed by an extension number (i.e. **\*973354**) will direct call pick up to extension 3354.

A call pick up group is created through the group option and can only have users from the site it is created in. **Call pick up is only available by Site only.**

### Set up a Call Pickup Group

Hover over Call Groups option in the menu and select "Call Pickup". Alternatively you can click on "Call Groups" and then select the "Call Pickup" button.



Click "Add"



Type in the name of the Call Pickup group and select the relevant site.

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Users Management / Call Pickup / Create New Call Pickup Group

### Create Call Pickup

Create Call Pickup

Name:

Site:

Select Users

Search...

<input type="checkbox"/>	Beppe Spadafora
<input type="checkbox"/>	Mike Smith
<input type="checkbox"/>	Captain Birdseye
<input type="checkbox"/>	David Beale
<input type="checkbox"/>	Dave atHome
<input type="checkbox"/>	David p650athome
<input type="checkbox"/>	David P331@hm

Once you've selected the site, the "Select Users" table will auto-populate all the users listed against that site. Select the users you wish to have access to Call Park and then click "Add Selected".

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Users Management / Call Pickup / Create New Call Pickup Group

### Create Call Pickup

Create Call Pickup

Name:

Site:

Select Users

Search...

<input checked="" type="checkbox"/>	Beppe Spadafora
<input type="checkbox"/>	Mike Smith
<input checked="" type="checkbox"/>	Captain Birdseye
<input type="checkbox"/>	David Beale
<input checked="" type="checkbox"/>	Dave atHome
<input type="checkbox"/>	David p650athome
<input checked="" type="checkbox"/>	David P331@hm

Click "Create".

**Create Call Pickup**

Name:

Site:

**Select Users**

Search...

- ☐ Mike Smith
- ☐ David Beale
- ☐ David p650athome
- ☐ Joe Malden
- ☐ David P335HM
- ☐ David P450HM
- ☐ David P525VH

☒ Beppe Spadafora ☒ Captain Birdseye ☒ Dave atHome ☒ David P331@hm

[+ Add Selected](#)

[Cancel](#) [Create](#)

You'll get a message to confirm if the Call Pickup group has been created successfully or not. If it has, it will tell you that you have "x" amount of subscriptions remaining.

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Call Pickup

**Call Pickup**

**Message:** Your new call pickup group has been created successfully, you have 2 CallPickUp subscriptions remaining

Name:  Site:

[Search](#)

Name	Site	Action
Create Call Pick Up	London	<a href="#">Edit</a>
LonCatPickUp	London	<a href="#">Edit</a>
Manc Pickup	Manchester	<a href="#">Edit</a>
MancCallPickup	Manchester	<a href="#">Edit</a>
NewTest	London	<a href="#">Edit</a>

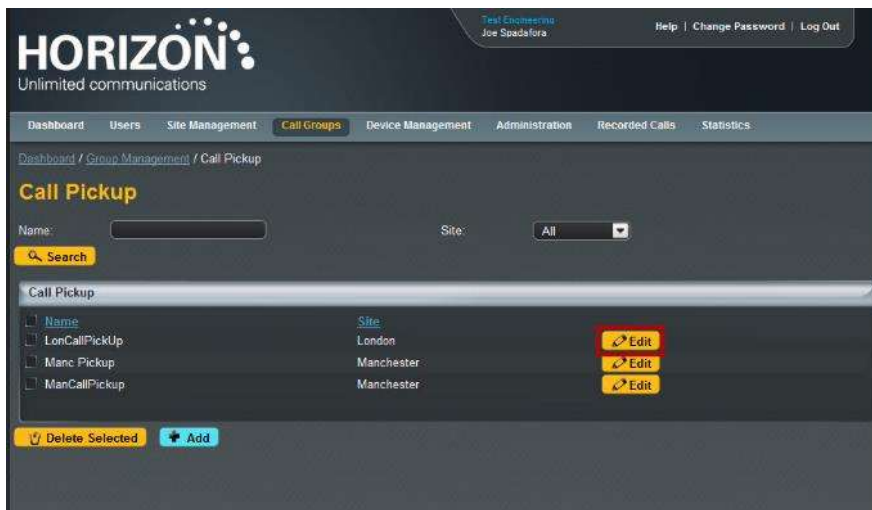
[Delete Selected](#) [Add](#)

### Add or remove users from Call Pickup Group

To add or remove users from a Call Pickup Group, hover over Call Groups option in the menu and select "Call Pickup". Alternatively you can click on "Call Groups" and then select the "Call Pickup" button.



Select the Call Pickup Group which you wish to add/remove users to and click "Edit".

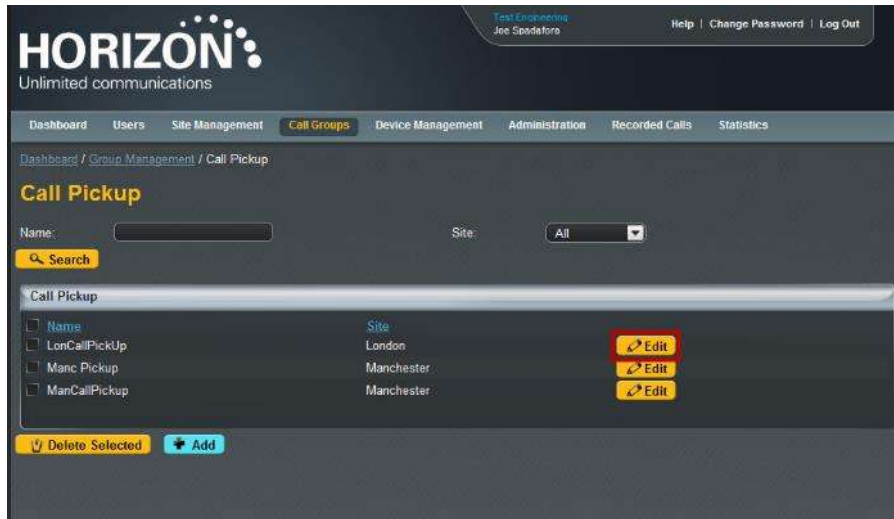


Select the Users you wish add to the Call Pickup Group and click the "Add Selected" button. Once you've done this click "Save".



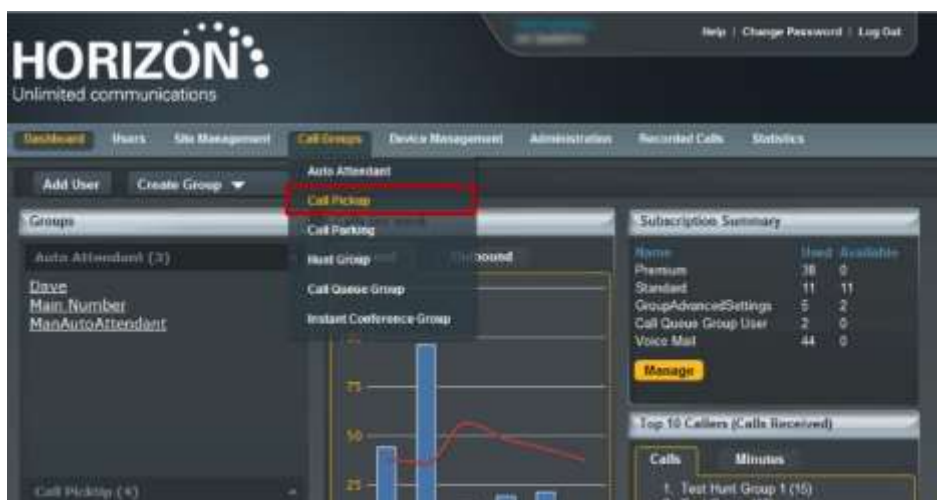


To remove a User(s), click the "x" next to the User you wish to remove and then click "Save".



### Delete Call Pickup

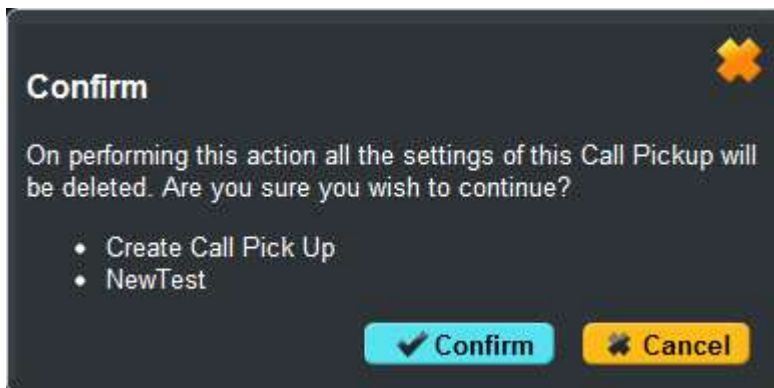
Hover over Call Groups option in the menu and select "Call Pickup". Alternatively you can click on "Call Groups" and then select the "Call Pickup" button.



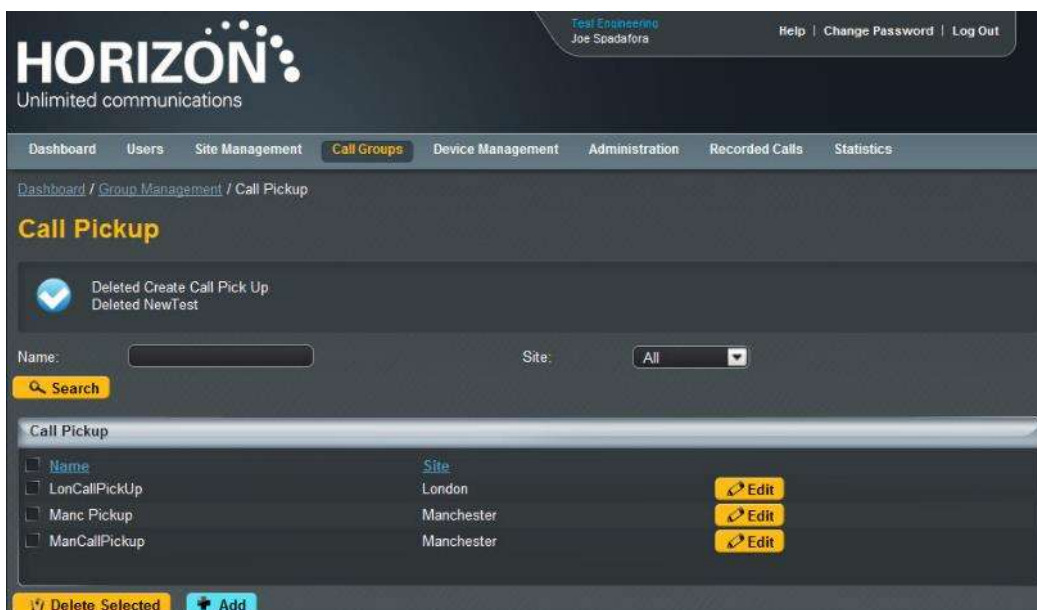
Select the Call Pickup Name you wish to delete and click the "Delete Selected" button.



Click "Confirm"



Confirmation will appear on the Call Pickup page.



## Call Parking

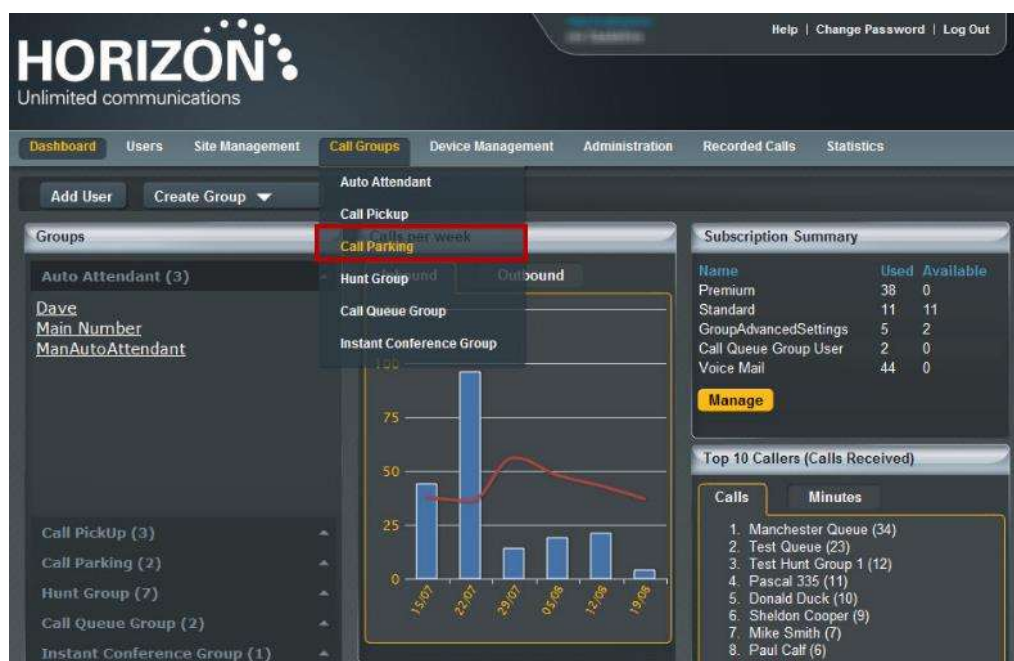
The call park service allows a user to hold a call for an extended period of time. During this time, the user can freely make and receive other calls and invoke other features without limitation. When notified, any user can retrieve the parked call from any extension. A call park group is site specific and each user can only be in one call parking group. When delivering a call using the call park feature, it will show who originally parked the call and it will show the incoming call as “call park via “user””.

To park a call you need to enter \*68 and then enter the extension of the call you would like to park. Then you will be able to use your phone as normal.

To retrieve the parked call, enter \*88 and then you will be reconnected to the call.

## Set up Call Park Settings

Hover over Call Groups option in the menu and select "Call Parking". Alternatively you can click on "Call Groups" and then select the "Call Parking" button.



Click "Add"

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Call Parking

### Call Parking

Name:  Site:

Name	Site	
ManCallPark	Manchester	<input type="button" value="Edit"/>
testangCallPark	London	<input type="button" value="Edit"/>

#### Call Parking Settings

Display parked calls to user for  seconds

Recall user who parked call after  seconds

Type in the name of the Call Parking group and select the site which you wish to do this against.

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard | Users | Site Management | **Call Groups** | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Call Parking / Create New Call Parking Group

### Create New Call Parking Group

Call Parking

Name:

Site:

#### Select Users

Search...

<input type="checkbox"/>	Tony McKenzie
<input type="checkbox"/>	Giuse Spad
<input type="checkbox"/>	Davide Beale

**Call Parking is by Site only.**

Once you've selected the site, the "Select Users" table will auto-populate all the users listed against that site. Select the users you wish to have access to Call Park and then click "Add Selected".

**HORIZON**  
Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Parking / Create New Call Parking Group

### Create New Call Parking Group

Call Parking

Name:

Site:  ▼

Select Users

Search...

- ☐ Tony McKenzie
- ☐ Giuse Spad
- ☐ Davide Beale

+ Add Selected

Click "Create".

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Parking / Create New Call Parking Group

### Create New Call Parking Group

Call Parking

Name:

Site:  ▼

Select Users

Search...

- ☐ Davide Beale

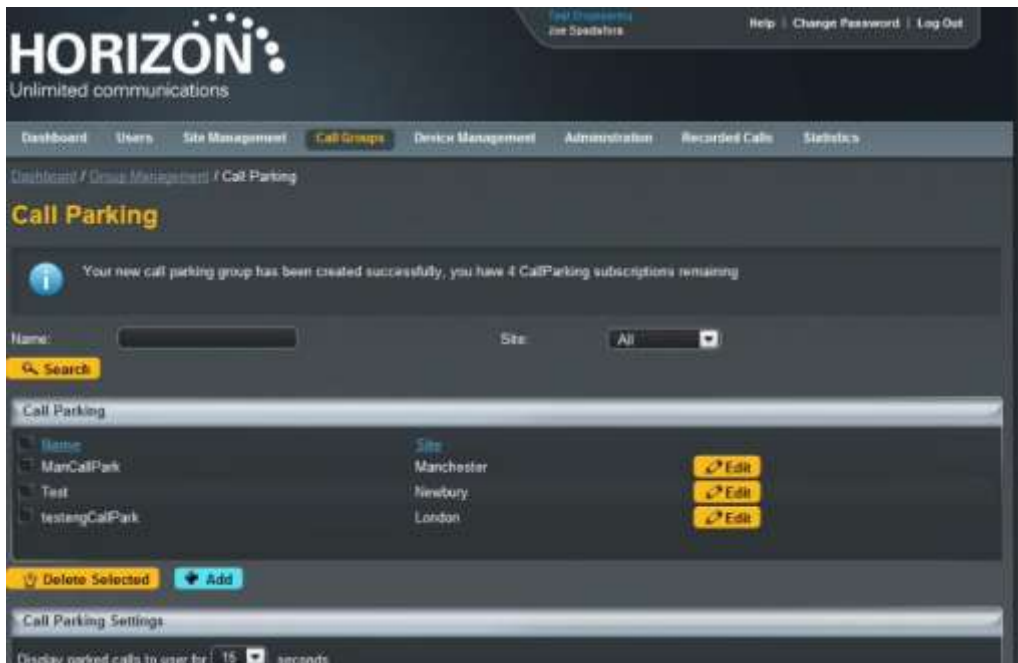
Tony McKenzie ✕ Giuse Spad ✕

+ Add Selected

✕ Cancel **Create**

You'll get a message to confirm if the Call Parking group has been created successfully or not. If it has, it will tell you that you have "x" amount of subscriptions remaining.





## Edit Call Park Settings

Please note that Call Park settings cannot be changed between Sites, and are created at Company level.

To edit call park settings, hover over Call Groups option in the menu and select "Call Parking". Alternatively you can click on "Call Groups" and then select the "Call Parking" button.



Scroll to the bottom of the page. The settings you can change are:

**Display parked called to user for** - range from 2 to 15 seconds.



Recall user who parked call after - free text.

Click "Save".

Call Parking

Name	Site	
ManCallPark	Manchester	<a href="#">Edit</a>
Test	Newbury	<a href="#">Edit</a>
testengCallPark	London	<a href="#">Edit</a>

[Delete Selected](#) [Add](#)

Call Parking Settings

Display parked calls to user for  seconds

Recall user who parked call after  seconds

[Save](#)

## Delete Call Park

Hover over Call Groups option in the menu and select "Call Parking". Alternatively you can click on "Call Groups" and then select the "Call Parking" button.

HORIZON: Unlimited communications

Help | Change Password | Log Out

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Add User Create Group

Groups

- Auto Attendant (3)
- Dave
- Main Number
- ManAutoAttendant

Call Pickup (1)

Call Pickup (2)

Hunt Group (7)

Call Queue Group (2)

Instant Conference Group (1)

Call Parking

Subscription Summary

Name	Used	Available
Premium	38	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

Manage

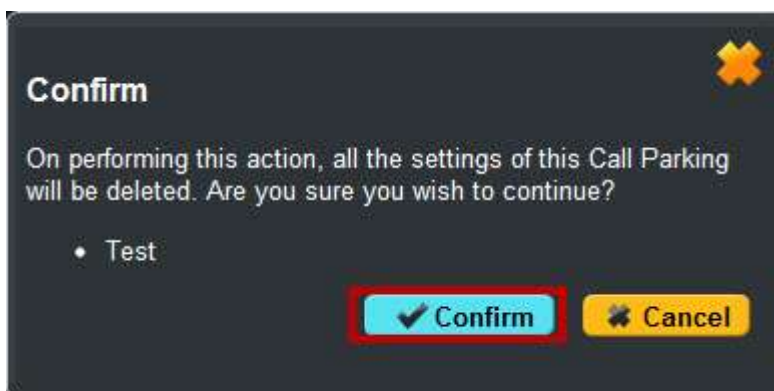
Top 10 Callers (Calls Received)

Caller	Minutes
1. Manchester Queue (34)	
2. Test Queue (23)	
3. Test Hunt Group 1 (12)	
4. Pascal 335 (11)	
5. Donald Duck (10)	
6. Sheldon Cooper (9)	
7. Mike Smith (7)	
8. Paul Call (6)	

Select the Call Parking Name you wish to delete and click the "Delete Selected" button.



Click "Confirm"

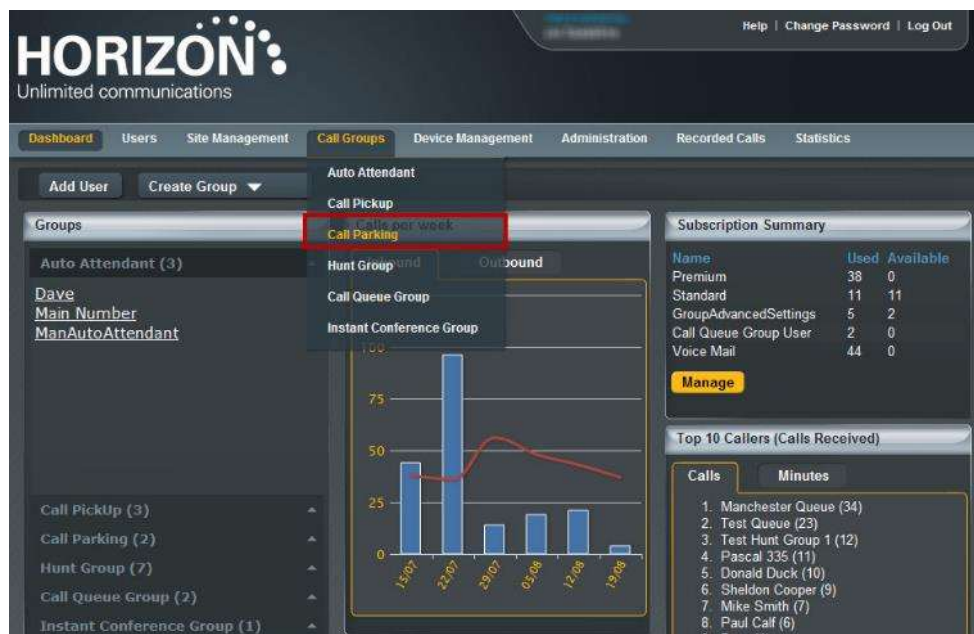


Confirmation will appear on the Call Parking page.



## Add or remove users to Call Parking Group

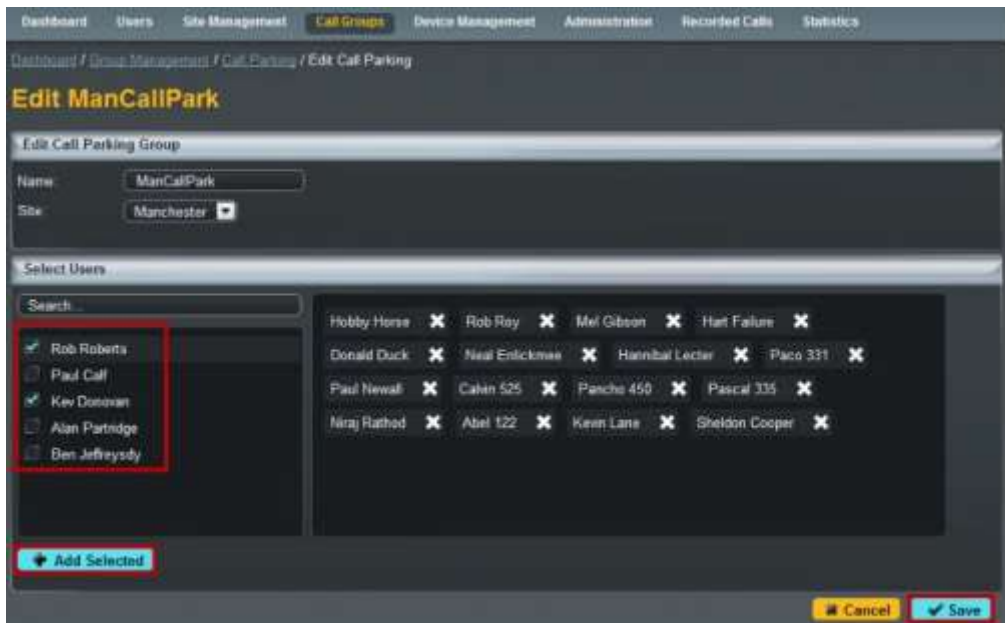
Hover over Call Groups option in the menu and select "Call Parking". Alternatively you can click on "Call Groups" and then select the "Call Parking" button.



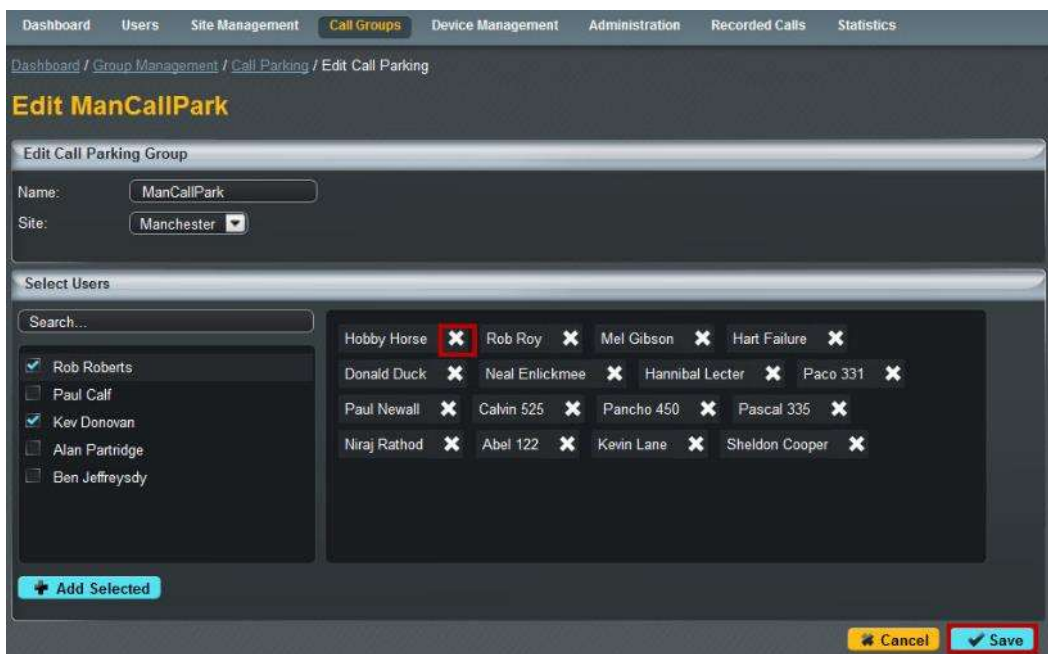
Select the Call Parking Group which you wish to add/remove users to and click "Edit".



Select the Users you wish add to the Call Parking Group and click the "Add Selected" button.



Once you've done this click "Save".



To remove a User(s), click the "x" next to the User you wish to remove and then click "Save".

## Hunt Groups

Horizon has the ability to establish a variety of hunt groups to route calls to multiple locations when an incoming call is received. Each user will be called in order of the group until a free user is reached and this process can be done in one of 5 ways.

- Circular

- Sends incoming calls to users according to their position in a list. After a call has been send to the last user on the list, the next call is sent to the user at the top of the list. Circular will continue the order even when a different call comes in.
- Regular
  - Sends incoming calls to the next available user in the hunt group. Regular hunt group will re-start from the top when a new call is made.
- Simultaneous
  - Sends incoming calls to all users in the group at the same time. Once the call has been answered, the remaining calls to other users are released. The maximum number of users per hunt group is 15 in this case
- Uniform
  - Sends the current incoming call to the user who has been idle the longest. After a user has answered a call they move to the bottom of the queue
- Weighted
  - Assign calls to users according to percentages you assign on the Hunt Group

When creating a hunt group you will need to complete all the account information. This will include what site the hunt group is based on, even though it has a site, all users can be added to it. You will also need to assign the hunt group with a name, a username and a caller ID. The caller ID will be what is displayed on the device of who makes the call. Once you have completed this screen click “Continue” to carry on making the hunt group. When the next page loads you will get a feedback message that will tell you how many hunt group subscriptions you have left.

### Create New Hunt Group

**Create Hunt Group**

Account > Options > Select Users > Assign Number

**Location**

Site: Testing Site

**Group Details**

Name:

Department: Choose One

Username:  @ jason@example.com

**Caller ID**

Calling ID Last Name:

Calling ID First Name:

Cancel Continue

Once you have created the hunt group you will need to select what options you want the hunt group to have and this is where you select what ring order they will have. To select a ring order, simply click on what option you would like. If you highlight over an option it will give you a description of what that option will do. You are also able to select what happens when there is no answer. This includes selecting when it skips to then next agent and you can select anywhere between 1 – 20 rings. If you don't have this feature activated it will skip to the next agent if the previous contact rejects the call. You are also able to select whether you want to forward to another number after x rings long. This allows you to send all calls to a new number in or outside the hunt group.

**Create Hunt Group**

Account Options **Select Users** Assign Number

**Ring Order**

- ☒ Circular
- ☐ Regular
- ☐ Simultaneous
- ☐ Uniform
- ☐ Weighted

**No Answer Action**

☐ Skip to next agent after: 2 rings

☐ Forward call to: [ ] after 10 seconds

**Additional Options**

☐ Enable call waiting

Cancel Continue

Once you have selected all the options, you will need to select what users you want in the hunt group. Depending on what option you have selected, this screen may have a few changes. Firstly, to add a user you will need to search for the user you want to add in the left hand search box, then select the user and click “Add Selected”. You are able to remove a selected user by clicking on the cross that is connected to their name.

For circular and regular hunt group this is where you select what order you want them to ring them in. To change the order click and hold the user and then drag them to the position you would like them to be in.

**Create Hunt Group**

Account Options **Select Users** Assign Number

**Select Users**

Search...

- test user first if test user last
- John Smith
- Jane Smith

Add Selected

Cancel Continue

For the weighted option you will get a slider attached to all users to select what percentage you want them to have. To select what percentage you want to assign them click on the slider and then slide the bar to whatever percentage you would like the user to be on. The total needs to add up to 100%.



User	Weight
it test user first it test user last	46%
John Smith	44%
Jane Smith	10%

Total Weight: 100%

The final step in creating a hunt group is to assign a contact number. This is the number that people will dial to ring the hunt group and activate the ring option. You need to select a number from the site the hunt group is created as well as an extension.

**Create Hunt Group**

Account > Options > Select Users > **Assign Number**

Find a Number

Search

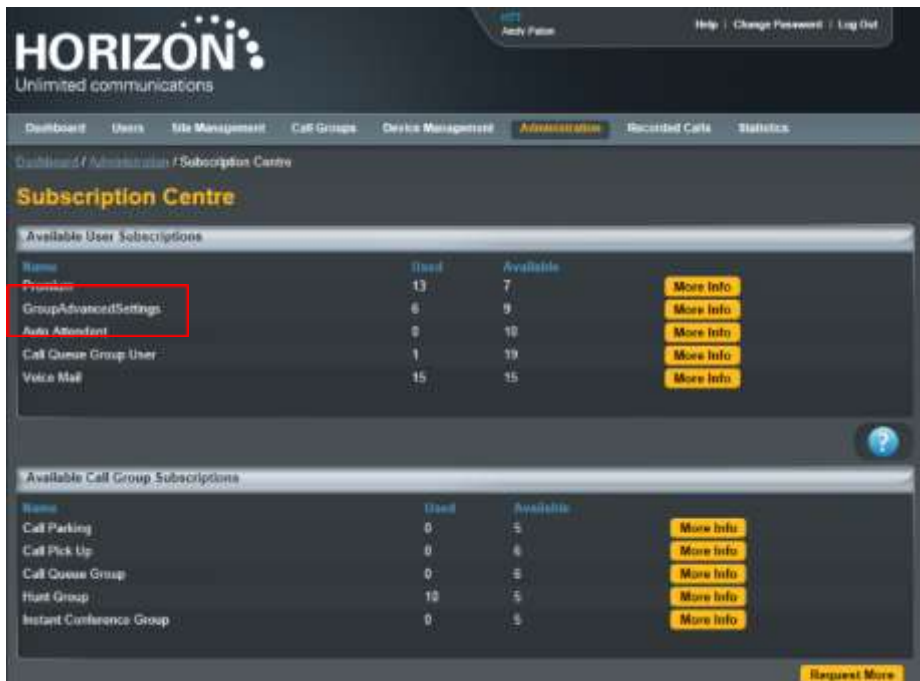
- ☐ 01665680001
- ☐ 01665680003
- ☒ 01665680005
- ☐ 01665680007
- ☐ 01665680009

Extension

Extension: 5345

Cancel Finish and Edit Finish and Show List

Please note that if you would like to add a schedule to a hunt group, you will need to ensure that you have 'Group Advanced Settings' subscriptions available.



### Call forwarding for Hunt Group and Call Queue Groups aka “Night Service”

This feature allows you to configure a night service option for Hunt Groups and call queue groups. Your account does need to have a spare Group Advanced Settings subscription and the functionality can be activated via the Horizon GUI at any given point. For example if the receptionist is going on a break/lunch or when they leave the premises at the end of the day.

- Call forward will forward to the number selected.
- Schedules will work as usual until night service is invoked.

A Hunt Group or Call Queue Group can only have a Schedule or Call Forward activated; they cannot have both

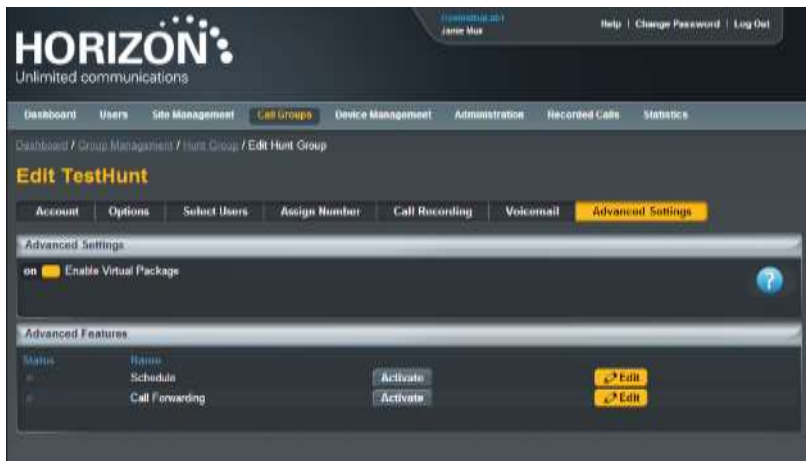
Call Forwarding will always forward the call to the number selected, where "Schedule" will only forward the call during the active schedules. Red means that call forwarding is inactive.

Once you're in Horizon, go to "Call Groups" and select "Hunt Group" if you want to apply Call Forward to a Hunt Group, or "Call Queue Groups" if you want to apply this to a call queue group.

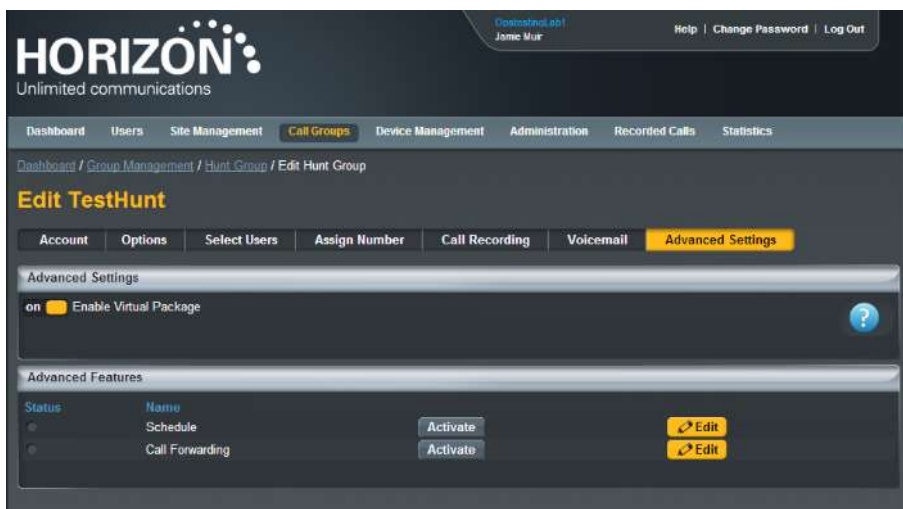
Select the Hunt or Call Queue Group that you're wanting to set up Call Divert for by clicking the "Edit" button that relates to that Group.



Once you're in the Edit Hunt Group or Edit Call Queue Group screen, select "Advanced Settings".



To apply a Call Forward to the Hunt/Call Queue Group, we need to Enable Virtual Package. This will then allow you to apply Call Divert by giving you the "Call Forwarding" and "Schedule" options to activate and edit. If this is your first time here you'll need to click Edit first to set either option up.

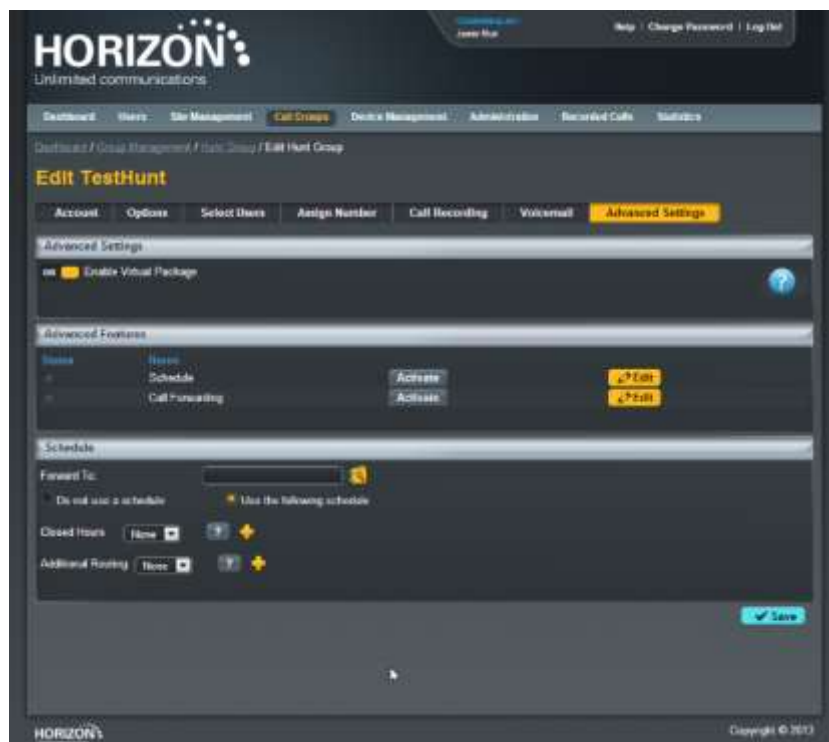


From here, select "Use the following schedule". You should apply the out of hours schedule in the "Closed Hours". With this you're telling Horizon what times you want it to forward calls.

"Additional Routing" allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays.

If you haven't actually set up a schedule yet, you can use the "+" icon to set up a new schedule.

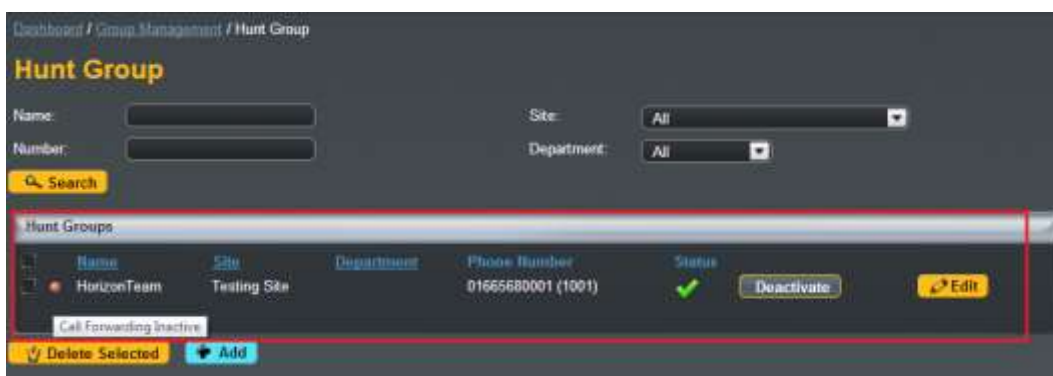
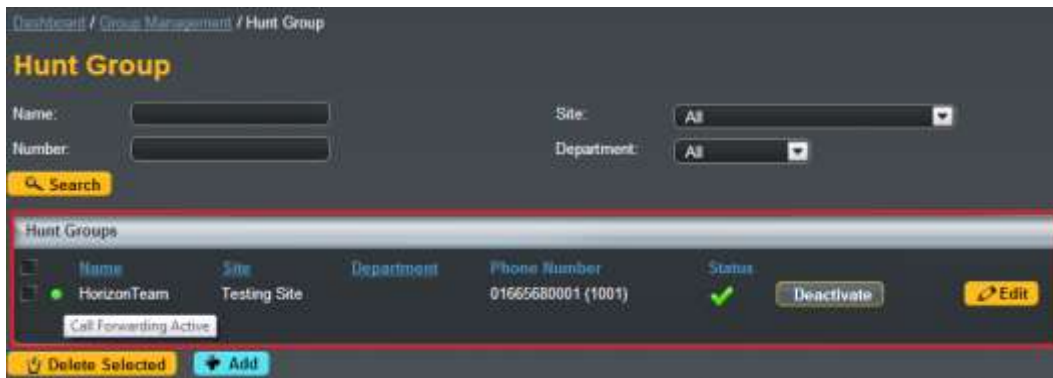
Enter the telephone number you want to forward to in the "Forward To" text box.



Enter the telephone number you want to forward incoming calls to in the "Forward To" text box.

Note: on the Hunt Group list:

- Green is active. Call Schedule is never shown
- Red status indicates Call Forwarding is inactive



Please note that forwarding cannot be implemented via a button on the Horizon handset currently.

## Call Waiting for a Hunt Group

You are also able to turn on call waiting which will mean if a call is forwarded to someone already on a call it will display they have an incoming call on their device.

From the Call Groups menu option, select "Hunt Group".



Select the Hunt Group that you wish to edit and click on the "Edit" button.



Select "Options" and then scroll to the bottom of the page. Here you can switch Call Waiting on or off.



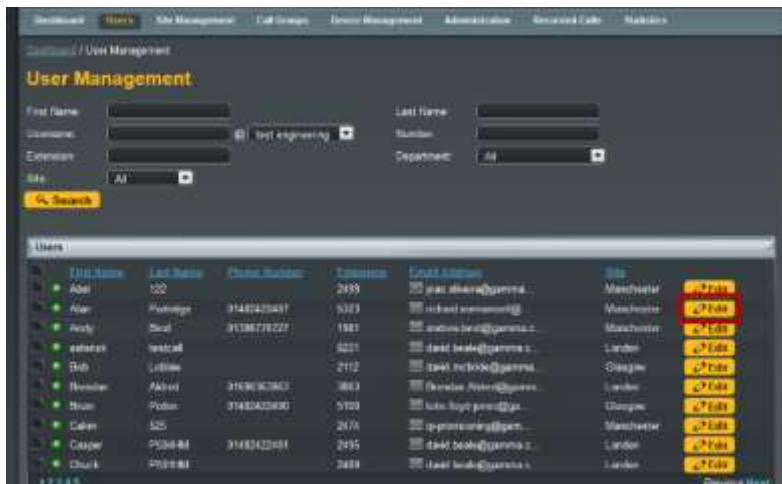
## To set up a user with call waiting

From the Users drop down in the menu, select "List Users".



Select the user you wish to set up Call Waiting for and click "Edit".





Select "Call Setup" and then with the menu populated on the left hand side, select "Settings" under In Call Options.



From here, you can either Enable or Disable call waiting.

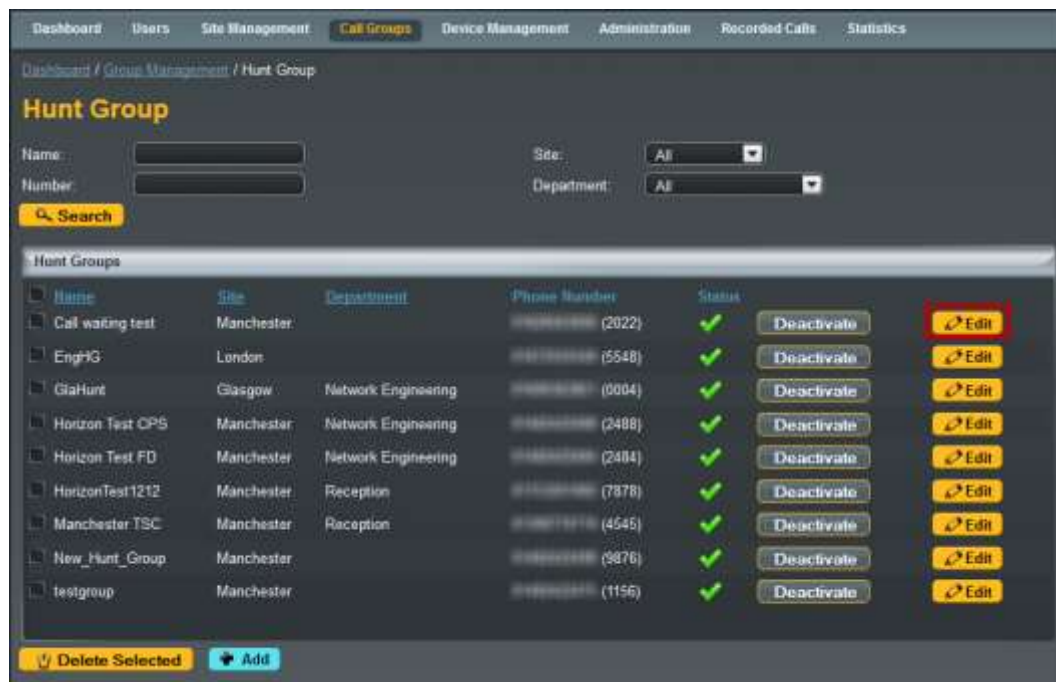
## Applying a Schedule to a Hunt Group

This applies when applying a schedule, to either a hunt group that you have already created or one that you want to create. Please note that if you are want to use a Hunt Group with a schedule then you will need some "Group Advanced Settings" licenses.

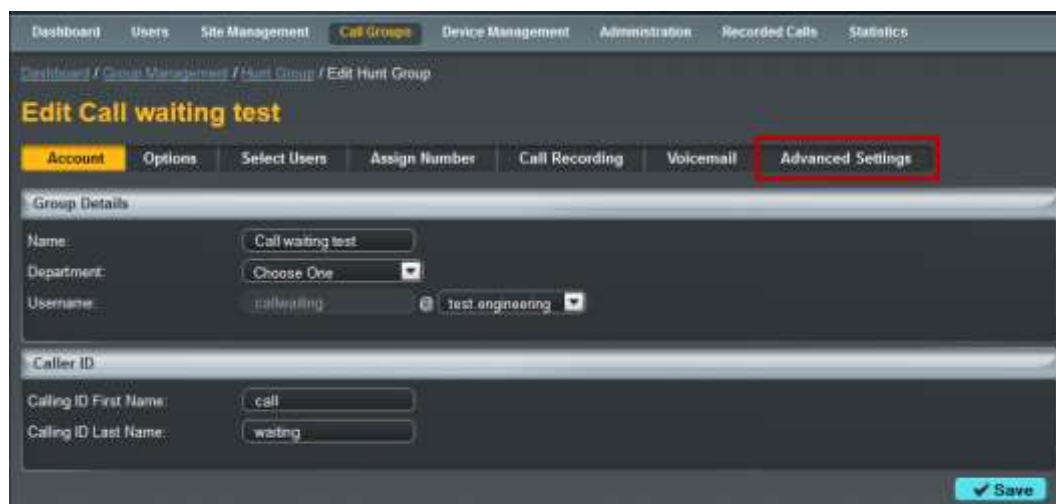
Go to "Call Groups" and select "Hunt Group".



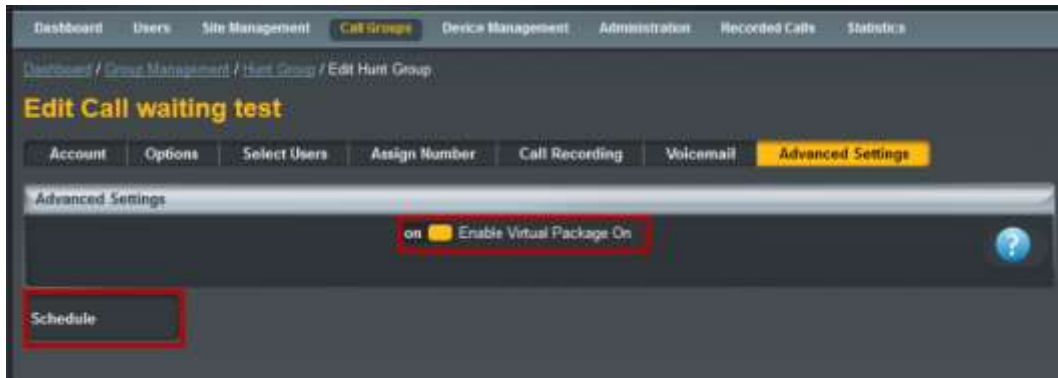
Select the Hunt Group that will have the schedule applied by clicking the "Edit" button that relates to that Hunt Group.



Once you are in the Edit Hunt Group screen, select "Advanced Settings".

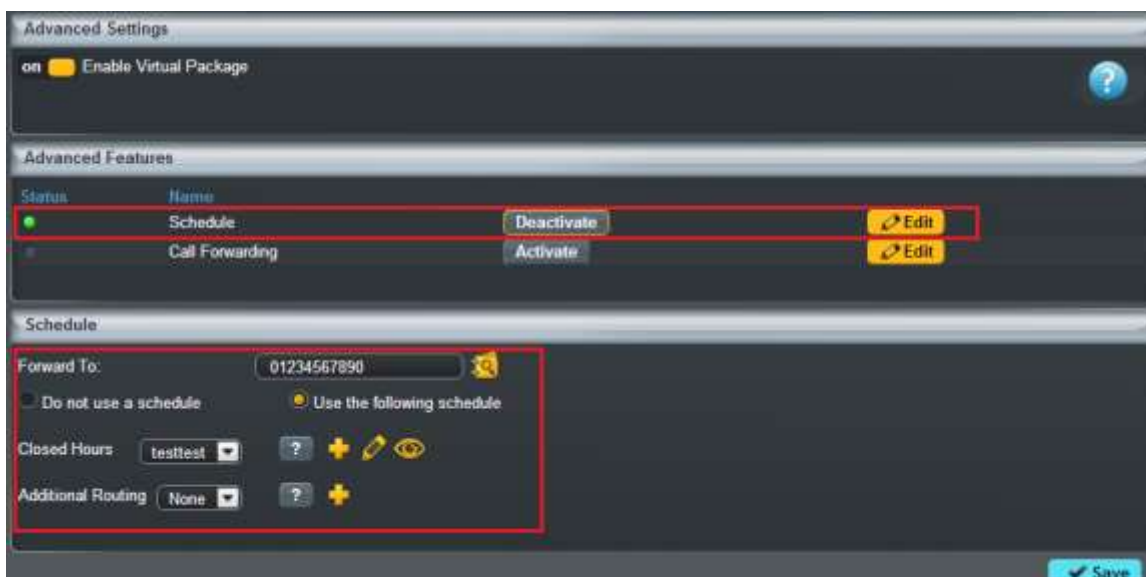


To apply a schedule to the Hunt Group, we need to Enable Virtual Package. This will then allow you to apply a schedule by giving you the "Schedule" option. Click "Schedule".



From here, select "Use the following schedule". You should apply the out of hours schedule in the "closed hours". With this you are telling Horizon what times you want it to forward calls.

Additional routing allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays. If you have not actually set up a schedule yet, you can use the "+" icon to set up a new schedule.



In order to implement a call schedule against a hunt group, you simply need to "Edit" the schedule you wish to implement by defining the closed hours and additional routing. All other times not defined will be classed as "Open" and will route the call according to the programming given.

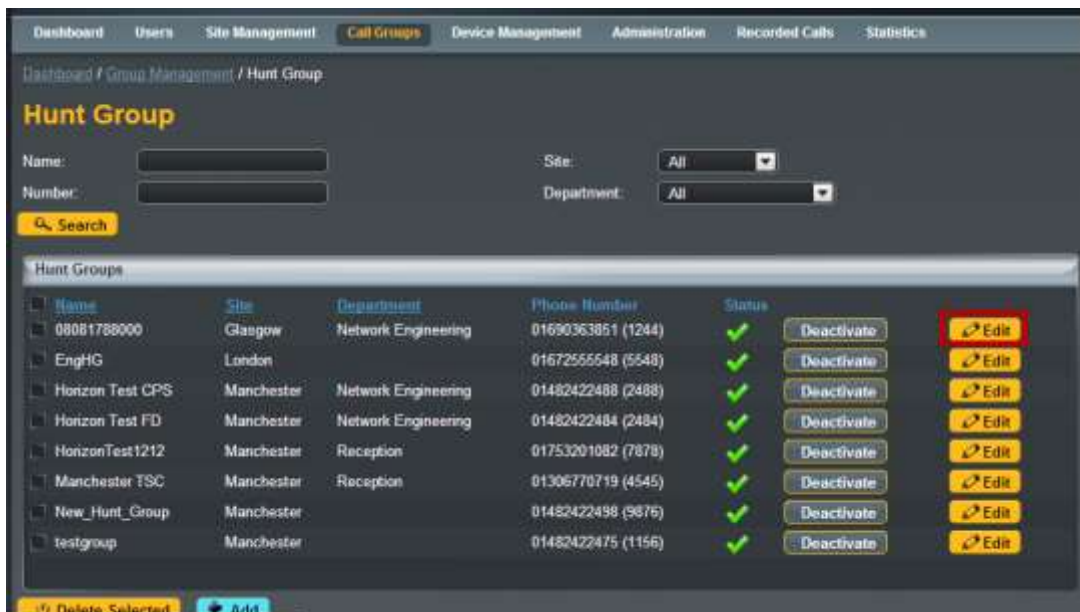
Once defined you can also now easily switch between call forwarding and call scheduling for immediate implementation of different routing.

### Setup Voicemail for a Hunt or Call Queue Group

From the Call Groups menu item, select either Hunt Groups or Call Queue Groups.



Select the Hunt or Call Queue Group that you want to set up Voicemail for and click "Edit".



Click on "Voicemail" from here you can edit the Settings, and if you want to enable voicemail.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

## Edit 08081788000

Account Options Select Users Assign Number Call Recording **Voicemail** Advanced Settings

Voicemail

on ☒ Enable Voicemail ?

### Voicemail Settings ?

Announcement

☒ Use Default with Personalised Name Audio  Browse ?

☐ Use My Audio file  Browse ?

Notification Settings

☐ Notify Me at This Address

Voicemail Options

Send All Calls to Voice Mail ☐

Send Busy Calls to Voice Mail ☒

Send Unanswered Calls to Voice Mail ☒

Change Voicemail Passcode

## Listening to your Hunt Groups Voicemail

If you would like to access the Horizon hunt group mailbox from a Horizon phone on the same company, take the following steps:

- Dial the extension of the voice portal
- Press star <sup>1\*</sup>
- Enter extension of the hunt group
- Enter voicemail passcode for the hunt group

The process is slightly different if you dial the Voice Portal DDI externally. You will be prompted to enter the extension number as soon as you dial the voice portal and there is no need to press <sup>1\*</sup>.

## Instant Conference Group

This allows you to set up a conference with up to 15 different people all from remote locations. You may choose to use this to create incident bridges or similar instant conference groups for your company. The conference group can be started by any user calling the conference number, which will then trigger calls to other group members.

To set up an 'instant conference group' select it from the group home page and you will be taken to the list page, from there click the "Add" button and it will start the process.



The first section is to complete all the account settings as this is the standard information for the group. You need to select what site you want the group to be on, but all users from all sites can still be in the group as it is not site specific. For the group details you need to select what you want it to be called, what user name you want it to have and what department you want it to be in. You also need to give it a caller ID as this is what will be displayed on the devices receiving a call.

The screenshot shows the 'Create Instant Conference Group' form with the 'Account' tab selected. The form is divided into three sections: 'Location', 'Group Details', and 'Caller ID'. In the 'Location' section, the 'Site' dropdown is set to 'Testing Site'. In the 'Group Details' section, the 'Name' field is empty, the 'Department' dropdown is set to 'Choose One', and the 'Username' field is set to 'jason@example.com'. In the 'Caller ID' section, the 'Calling ID Last Name' and 'Calling ID First Name' fields are empty. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The next section is to input what options you would like. This allows you to set up a maximum time before a call is cut out. This will allow you to get calls to cut out if they have not been answered so the phone does not keep ringing until the conference call has ended.

The screenshot shows the 'Create Instant Conference Group' form with the 'Options' tab selected. The form has a single section with a checkbox labeled 'Enable Maximum Call Time for Unanswered Calls'. The checkbox is checked, and the 'Maximum Call Time for Unanswered Calls' is set to '10' minutes. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The next step will allow you to add the numbers you want within the conference group. You are able to input a contact number into the text box and then click "Add", or search you directory for a number.

The screenshot shows the 'Create Instant Conference Group' form with the 'Select Numbers' tab selected. The form has a section titled 'Instant Conference Group Call Number List' with a large empty box for the list. Below the box, there is a text input field, a magnifying glass icon, and an 'Add' button. At the bottom right, there are 'Cancel' and 'Continue' buttons.

The final page is to assign a number and an extension for people to call the conference group. You need to select an available number from the site you assigned the group to.



### Create Instant Conference Group

Account > Options > Select Numbers > Assign Number

Find a Number:

Search...

- 01665630001
- 01665630005
- 01665630009

Extension:

Extension:

## Editing a Conference Group

From the Call Groups drop down in the menu, select "Instant Conference Group".

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Add User Create Group

Groups:

- Auto Attendant (1)
- Call Pickup (3)
- Call Parking (3)
- Hunt Group (6)
- Call Queue Group (3)
- Instant Conference Group (2)

Auto Attendant

Call Pickup

Call Parking

Hunt Group

Call Queue Group

**Instant Conference Group**

Subscription Summary

Name	Used	Available
Premium	36	3
Standard	8	14
GroupAdvancedSettings	4	3
Call Queue Group User	2	0
Voice Mail	37	8

Manage

Top 10 Callers (Calls Received)

Calls	Minutes
1. Pascal 335 (27)	
2. David Holland (26)	
3. Donald Duck (18)	
4. Mark G - Desk (17)	
5. Horizon Test FD (14)	
6. Manchester TSC (11)	
7. David P450HM (8)	
8. Voice Mail User (5)	

Select the "Edit" button that corresponds to the Instant Conference Group that you wish to edit.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Instant Conference Group

### Instant Conference Group

Name:  Size:

Number:  Department:

Instant Conference Groups

Name	Site	Department	Phone Number	Status	
icgengineering	London		01482423470 (5543)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

## Account

Under the Account option, you can change the name, department and caller ID.

## Options

Under the Options option, you can change the Maximum Call Time for Unanswered Calls.

## Select Numbers

Under the Select Numbers option, you can change the CLIs that are assigned to the Instant Conference Group.

## Assign Numbers

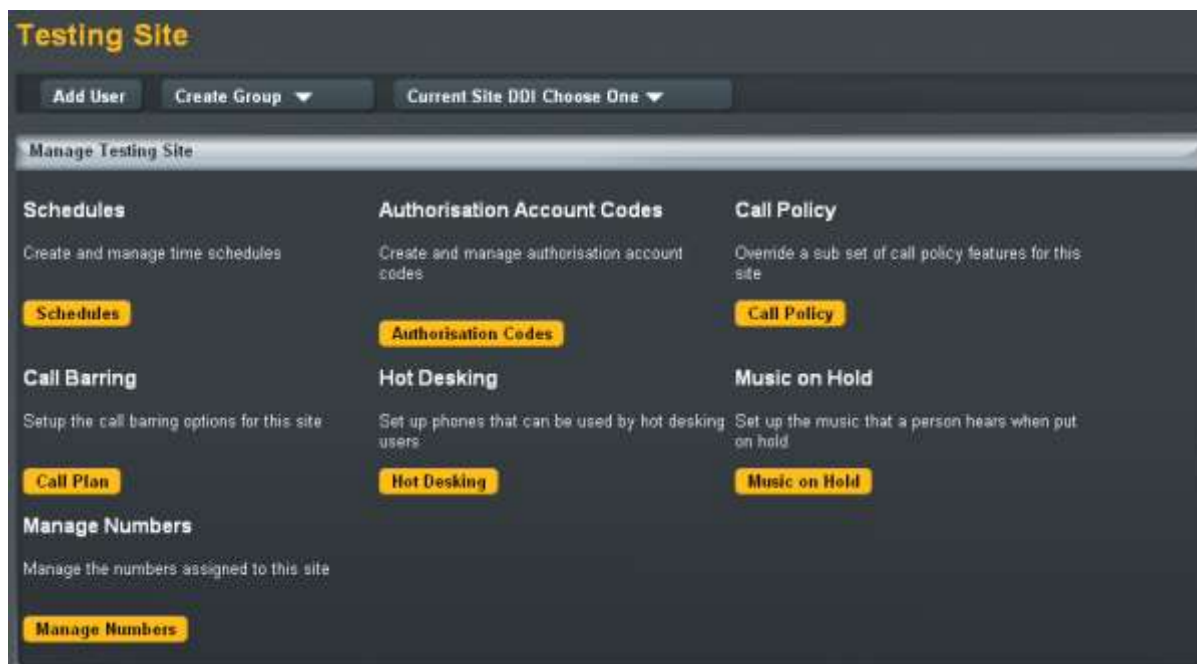
Under the Assign Numbers option, you can change the current number and extension numbers.

## Site Management

The site management page allows you to manage options specific to just a single site. When you first go to the site management page you will need to select what site you would like to manage.

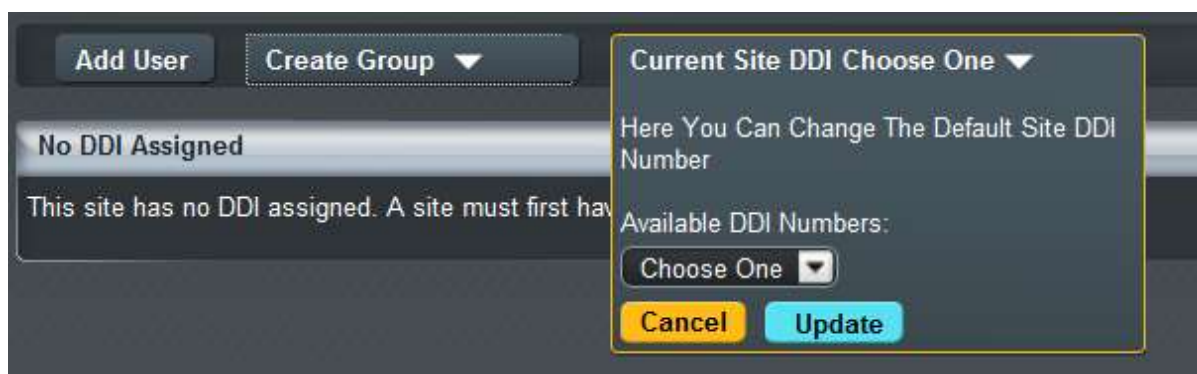


Once you have selected what site to edit, you will be taken to a page where you can select what feature you would like to configure. From this page you are also able to assign a site with a DDI. Click on “Current Site DDI” and a small box will appear and then you can select an available number from the site. You are also able to go to the ‘create user’ page or ‘create group’ page to quickly redirect yourself. To set up one of the other features just click on the yellow button and you will be redirected to that page. On each one of those pages you are able to select a button on the top right corner that will take you back to this page.



## Setting up the Site DDIs

As the company administrator you have the ability to set the “Company Site DDI” by selecting on the “Current Site DDI Choose One” tab. Once clicked you can then select a Site DDI from the list of numbers allocated to your company’s profile, before clicking on the “Update” button to implement this for this site.



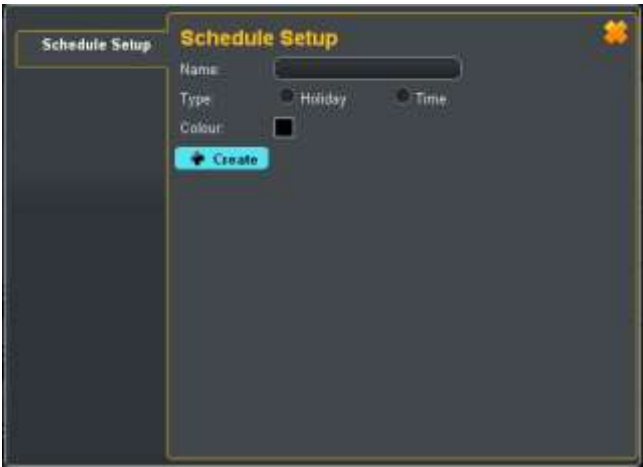
When this has been set within the main site management screen you will be able to see the current site DDI and edit this as required by clicking on the tab

## Schedules

The schedule allows you to define an event or series of events so that some of your features can be different depending on the time, such as opening and closing hours. You can make these events a regular occurrence or you can setup Holiday events to allow for different routing during different times of the year.

You are able to set up time and holiday events so that you are able to have one recording playing during work time and another being played after. You can create recurrence of an event so you only need to create your work hours

once and then duplicate it for every working day. You are able to set events to daily, weekly, monthly or yearly recurrence and this allows you to set up for such events as Christmas and just keep the same settings.



The schedule home page displays all the events that you have created for this site. On the calendar it displays all the events and each instances of the event and then under the calendar, it displays all the schedules you have created. For example if you create a schedule called bank holiday at the bottom it will just display bank holiday and what colour you have assigned to it. On the calendar it will display a coloured box for each bank holiday. The calendar is being displayed in the month view but you are able to change it to week or day view. Using the arrows in the top right corner you can move the calendar back and forward so in month view it will take you to another month, then you are able to select on today to return to today's date.

To create an event, using work hours as an example, you click on “Add New” and you will get another window open where you are able to create the schedule. You need to give the schedule a name and select whether it is holiday or time, in the instances of working hours, it would be a time. Then you need to select a colour and then click create. You will then be redirected to a new event window where you can create your new event.

This window is where you are able to select the event and what recurrence it has. You will need to input the name of the event, and whether it is all day event. If you uncheck this box you will be able to input a time that you want the schedule to have, so in our example you would use 09:00 – 17:00. You are also able to select the date it should start on if it recurs, if it doesn't then select the date you want the even to occur on. If you select recurrence one of four windows will be open.

### Daily

This is the daily recurrence window and you are able to select how often it recurs as well as how long until

it stop recurring.

### Weekly

This window allows you to setup weekly recurrence and you are able to set up on what days you want it to recur on. You can also set up how long until it stop recurring

### Monthly

This is the monthly recurrence and you are able to set whether you want an event to occur on a specific date or on a specific day in the month (second Friday). You are also able to set up the duration of the recurrence.

### Yearly

The yearly window allows you to set recurrence on a yearly base. You can select what date you would like the event to recur on, or by date (the first Wednesday of every April). You are also able to set up for how long the recurrence lasts for.

Once you have selected all the details you wanted for a schedule and you have saved the event, you will be able to view the event on the calendar. If you want to edit an event you can either select the schedule the event is under. You are also able to click on the individual event you want to update and this will open the event directly.

**Please note the following when creating a schedule:**

An All Day Event is from 00:00 until 23:59 on the selected day.

To define hours (such as office hours), untick the "All Day Event" box and define the time. Also select the "Weekly" option and tick all the days you wish to have selected.

Recommended if you want an out of hours schedule - select all days apart from Saturday, as Monday morning would need to be covered.

#### Example Schedule, Out of Hours (Weekends and 17:00 until 09:00 weekdays)

As we are choosing the times when calls will route to your defined alternative out of office number, we need to specify out of office times.

To do this, you'll create a schedule as you would do above. Then, when you are setting up the Event of this schedule, you should ensure that All Day Event is un-ticked and then select "Weekly". Select all days **except** Saturday. The start time should be 17:00 and the end time would be 09:00.

⚠ Sunday has been selected as cover would be needed on Monday morning until 9am.

This now covers all days outside of business hours with the exception of Saturday and Sunday until 17:00. Go back to Events and then select "Add New". Enter a name for this event, ensuring that "All Day Event" stays ticked and do not change the start or the end date. From the "Recurs" drop down, select "Weekly" and then select the Saturday and Sunday tick boxes and click "Create".

These schedules can now be used to create an out of hours voicemail. If you create a hunt group with nobody assigned to it, select "Forward all calls to voicemail" under the voicemail settings, and then forward the out of hours calls on your main hunt group number to this hunt group, this effectively creates a dedicated out of hours company voicemail.

#### How to set up a schedule

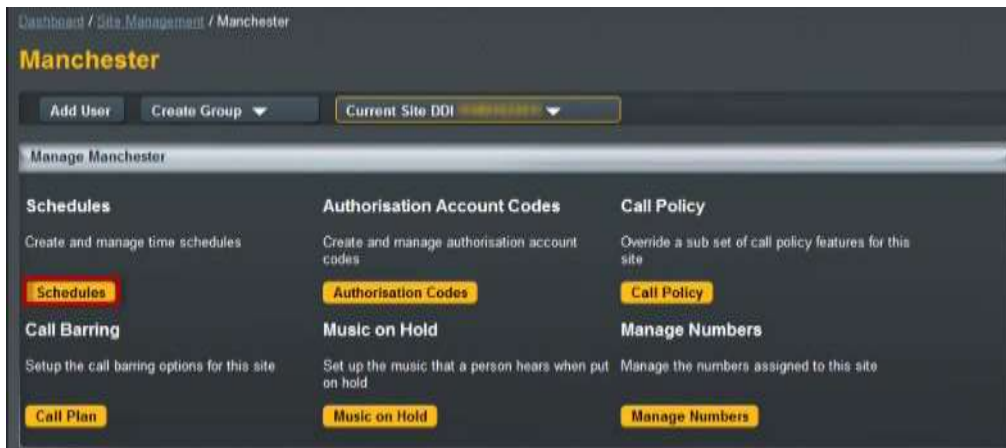
Once in the Horizon GUI, select "Site Management"

Select the site which is to have the schedule

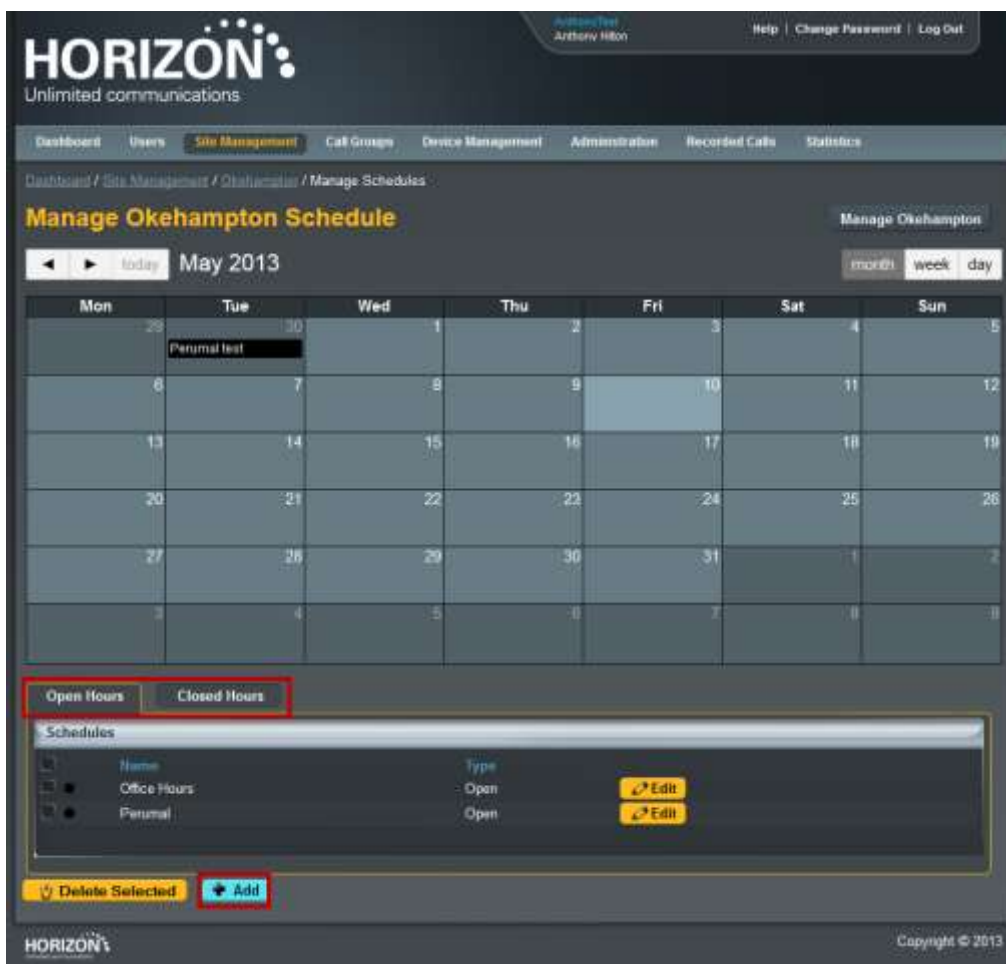


Select "Schedules"






You always create your schedules as "Open", so make sure that the "Open Hours" tab is selected and click "+ Add"



Name the Schedule something memorable. The schedule needs to be set to "Open", even if you are setting up a schedule for outside of business hours. Select the colour you would like to assign to the schedule for appearing on the calendar and then click "+ Create".



Schedule Setup

### Schedule Setup

Name:

Type: ☐ Closed ☐ Open

Colour:

+ Create

Now you can Add Events to the schedule, therefore building the schedule.

Name the event and if the event is all day, then keep this ticked. If it is between two times, untick the All Day Event option and this will give you extra options under the Start and End Date fields which allows you to set the time. Select how often you want the event to occur and then click create.

Schedule Setup

Events

Add Event

### Create Event

Name:

All Day Event: ☒

Start Date:

End Date:

Recurs:  ?

+ Create

Please note the following when creating a schedule:

- An All Day Event is from 00:00 until 23:59 on the selected day.
- To define hours (such as office hours), untick the "All Day Event" box and define the time. Also select the "Weekly" option and tick all the days you wish to have selected.
- It is recommended if you want an out of hours schedule - select all days apart from Saturday, as Monday morning would need to be covered.

#### Example Schedule showing Out of Hours (Weekends and 17:00 until 09:00 weekdays)

Your first event should cover week day evenings, in this case from 17:00 today until 09:00 tomorrow. We want this to recur every Monday, Tuesday, Wednesday, Thursday, Friday and Sunday and to never stop recurring.

**Update Event**

Name:

All Day Event: ☐

Start Date:

Time:  :

End Date:

Time:  :

Recurs:  ?

This event recurs every  week(s)

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday  
☒ Friday ☐ Saturday ☒ Sunday

**Stop recurring**

☒ Never  
☐ After  occurrences  
☐ On

☒ Update

Select "Add" when on the Events screen.

**Events**

☐ Name ☐ Evenings

For your second event, you need to cover from 00:00 until 09:00. We again want this to recur every Monday, Tuesday, Wednesday, Thursday, Friday and Sunday.

**Update Event**

Name:

All Day Event: ☐

Start Date:

Time:  :

End Date:

Time:  :

Recurs:

This event recurs every  week(s)

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday  
☒ Friday ☐ Saturday ☒ Sunday

**Stop recurring**

☒ Never  
☐ After  occurrences  
☐ On

We have left all day Saturday and Sunday from 09:00 until 17:00 that do not have a schedule, so again we create a new Event

**Events**

☐ Name  
☐ Evenings

For Saturday, set up an All Day Event, which is from 00:00 to 23:59 to recur every Saturday.

**Schedule Setup**

**Events**

**Add Event**

### Create Event

Name:

All Day Event: ☒

Start Date:  12

End Date:  12

Recurs:  ?

This event recurs every  week(s)

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday

☐ Friday ☒ Saturday ☐ Sunday

**Stop recurring**

☒ Never

☐ After  occurrences

☐ On  12

**+ Create**

For Sunday, set up an event to run from 09:00 to 17:00 to recur every Sunday.

**Schedule Setup**

**Events**

**Add Event**

### Create Event

Name:

All Day Event: ☐

Start Date:  12

Time:  :

End Date:  12

Time:  :

Recurs:  ?

This event recurs every  week(s)

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday

☐ Friday ☐ Saturday ☒ Sunday

**Stop recurring**

☒ Never

☐ After  occurrences

☐ On  12

**+ Create**

Please note that the schedule for Auto Attendants is slightly different, and this section of the page is only to serve as an example

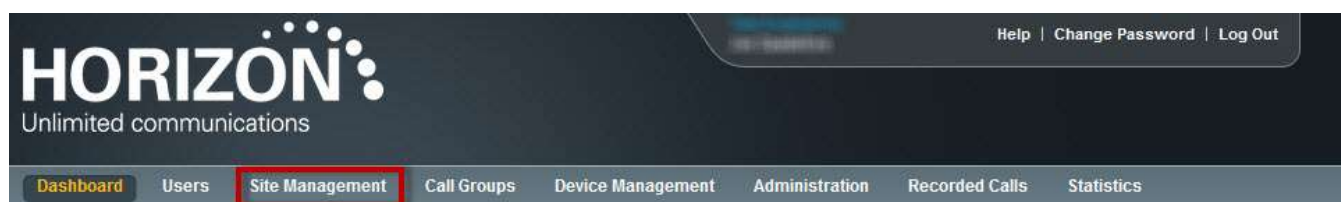
## Editing Schedules

The schedule allows you to define events so that some of the Horizon features can be different depending on the time and/or day, such as opening and closing hours. You can make these events a regular occurrence or you can also set up Holiday events to allow for different routing during different times of the year.

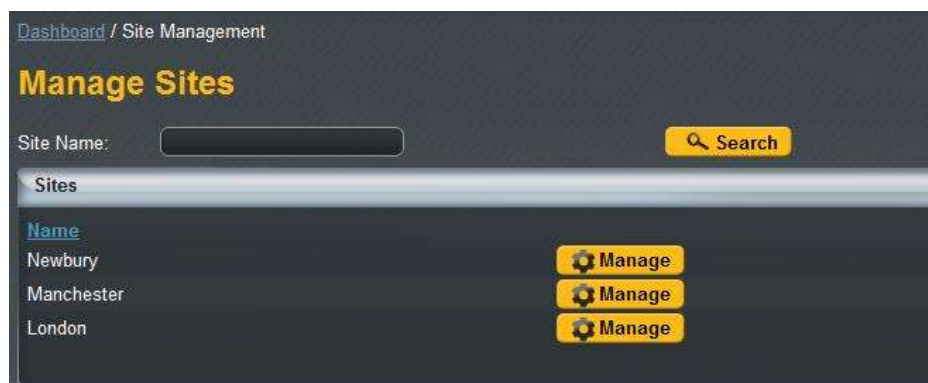
If you have already got schedules set up which you wish to edit, follow the below guide.

### Add Auto Attendant

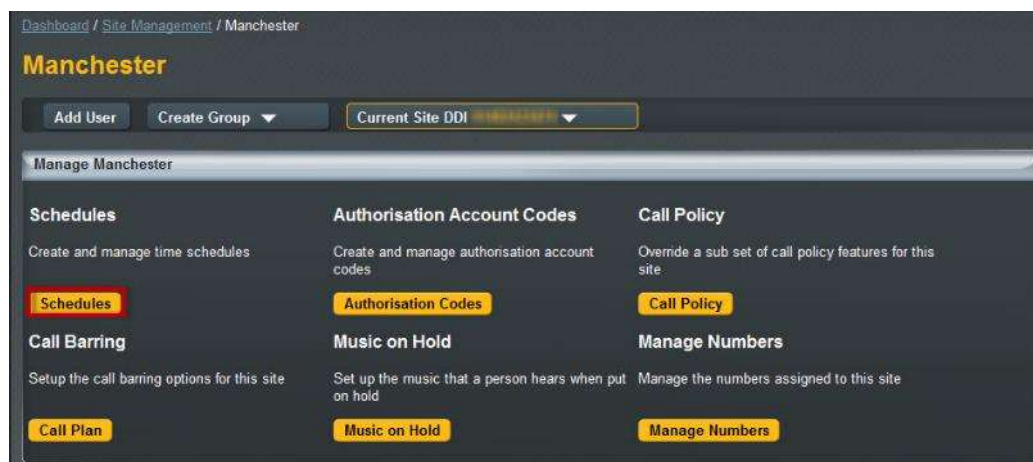
Once in the Horizon GUI, select "Site Management"



Select the Site of whose schedule you want to edit.



Select "Schedules".



Select "Edit"



**HORIZON**  
Unlimited communications

Anthony Hillen | Help | Change Password | Log Out

Dashboard | Users | **Site Management** | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Site Management / Okehampton / Manage Schedules

### Manage Okehampton Schedule

May 2013 | month | week | day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30 Perusal test	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

**Open Hours** | **Closed Hours**

Name	Type	Action
Office Hours	Open	<a href="#">Edit</a>
Perusal	Open	<a href="#">Edit</a>

[Delete Selected](#) | [Add](#)

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"Schedule Setup" will allow you to change the name, type and colour of the schedule.

**Schedule Setup**

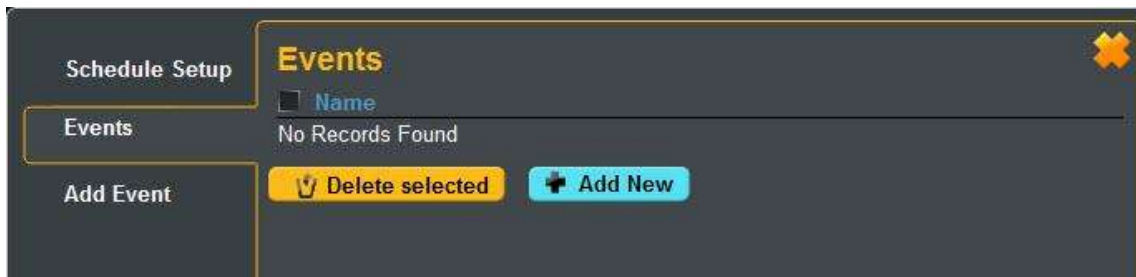
Name:

Type: ☒ Holiday ☐ Time

Colour:

[Update](#)

"Events" will allow you to delete an event by selecting the schedule's tick box and then press "Delete selected", or add a new schedule by clicking Add New.



"Add Event" will allow you to add an event to the schedule.

## Deleting Schedules

The schedule allows you to define events so that some of the Horizon features can be different depending on the time and/or day, such as opening and closing hours. You can make these events a regular occurrence or you can also set up Holiday events to allow for different routing during different times of the year.

If you have already got schedules set up which you wish to edit, follow the below guide.

### Add Auto Attendant

Once in the Horizon GUI, select "Site Management"

Select the Site of whose schedule you want to edit.

Select "Schedules".

Select "Edit"

## Authorisation and Account Codes

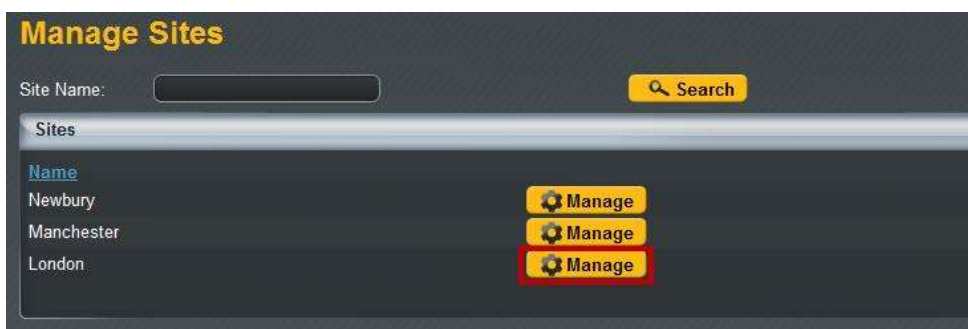
Authorisation and accounts codes allow you to set up the need for authorisation on outgoing calls or the option of inputting an account code with outgoing calls. Authorisation and account code are only used for outgoing calls. You are only able to have one of these features active at one time and they need to be set up by the Administrator.

Please note that if an authorisation code is active, the functionality applies to all call types except 999 calls which can still be placed without the use of the code.

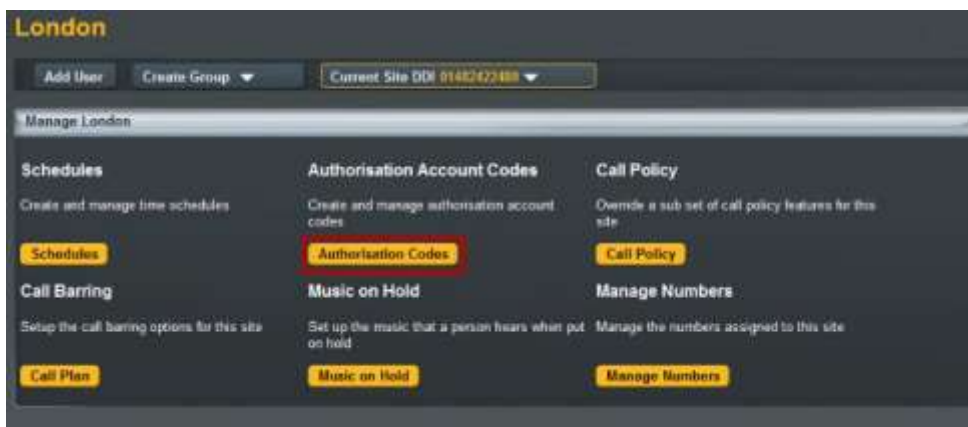
To enable this feature, click "Site Management".



Select the Site which you wish to apply the Account Code to and click the "Manage" button.



Click the Authorisation Codes button.



In the Code Length field, select how many digits you want the Authorisation Code to be (range is 2 to 14). Click the "Enable" button.

**London Auth Account Code Administration** Manage London

Code Structure

Enable Codes ☐ off Code Length

In the Authorisation Codes table, select "Use".

**London Auth Account Code Administration** Manage London

Code Type

Please choose a type of code to activate.

Authorization Codes  Account Codes

Click "Manage Codes"

**London Auth Account Code Administration** Manage London

Code Structure

Enable Codes ☐ on Code Length

Administration Code

Authorization Codes  Account Codes

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

In the Add Code table, type in your desired code and a description to help you remember what the code is. Click the "Add" button.

**Manchester Auth Account Code Administration** Manage Manchester

Code Results

Code	Description
<input checked="" type="checkbox"/> 2334	The Code

Add Code

Code:  Description:

Click "Back".

**London Auth Account Code Administration** Manage London

**Code Results**

Code	Description
<input type="checkbox"/> 1234	New Code

[Delete Selected](#)

**Add Code**

Code:

Description:

[Back](#) [Add](#)

Click Save.

**London Auth Account Code Administration** Manage London

**Code Structure**

Enable Codes: ☒ Code Length: 4

[Save](#)

**Administration Code**

Authorization Codes [Manage Users](#) Account Codes [Switch to this](#)

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

[Manage Codes](#)

## Manage Account Code Users

From this screen, you can put users into one of two groups; Mandatory or Optional.

Click "Site Management".

**HORIZON**  
Unlimited communications

Test Environment  
Joe Sostefers

Help | Change Password | Log Out

[Dashboard](#) [Users](#) [Site Management](#) [Call Groups](#) [Device Management](#) [Administration](#) [Recorded Calls](#) [Statistics](#)

[Add User](#) [Create Group](#)

**Groups**

- Auto Attendant (3)
  - Dave
  - Main Number
  - ManAutoAttendant
- Call Pickup (3)
- Call Parking (3)

**Calls per week**

Inbound Outbound

**Subscription Summary**

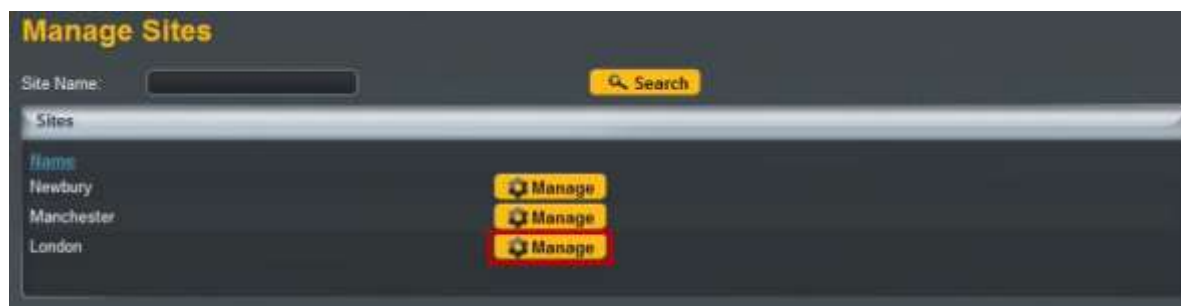
Name	Used	Available
Premium	36	0
Standard	11	11
GroupAdvancedSettings	5	2
Call Queue Group User	2	0
Voice Mail	44	0

[Manage](#)

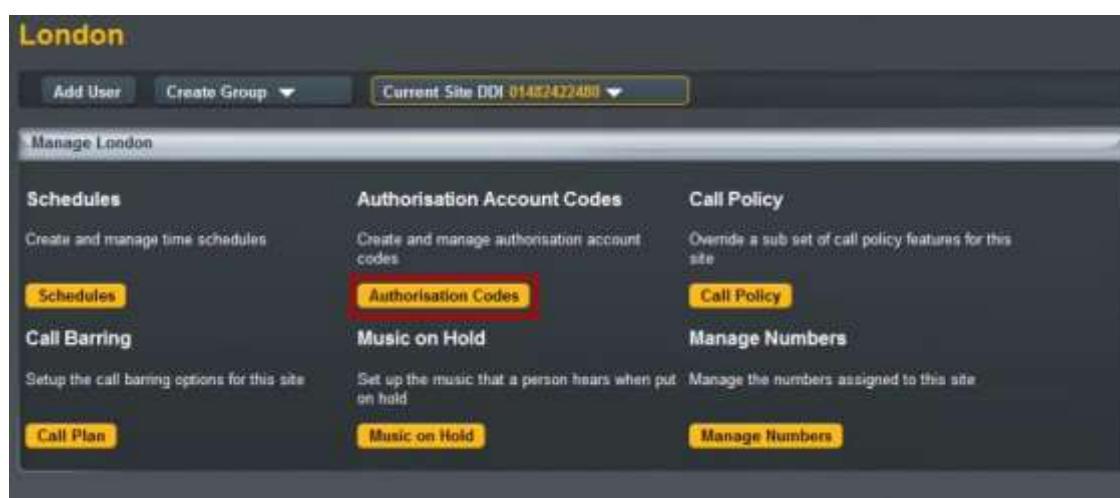
**Top 10 Callers (Calls Received)**

Caller	Minutes
1. Manchester Queue	34
2. Test Queue	23
3. Test Hunt Group 1	12
4. Pascal 335	11

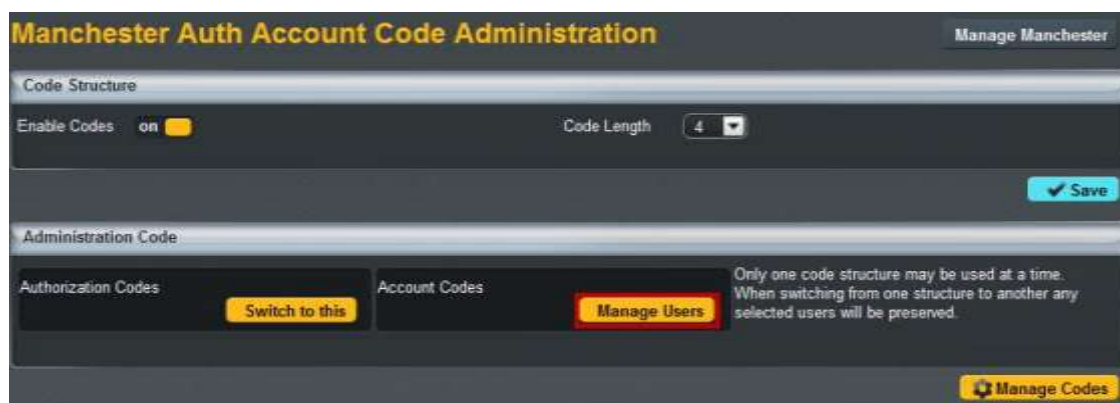
Select the Site which you wish to changes the users for the Account Code to and click the "Manage" button.



Click the Authorisation Codes button.



Click the "Managed Users" button.



Select the users you want to be added to the appropriate list and click the relevant "Add Selected" button for Mandatory or Optional Users.



The screenshot shows the 'Manchester Auth Code Administration' interface. On the left, under 'Select Users', there is a search bar and a list of users. The 'Mandatory' list on the right contains 'Rob Roy', 'Hobby Horse', and 'Mel Gibson'. The 'Optional' list is empty. A red box highlights the 'Add Selected' button at the bottom of the 'Mandatory' list.

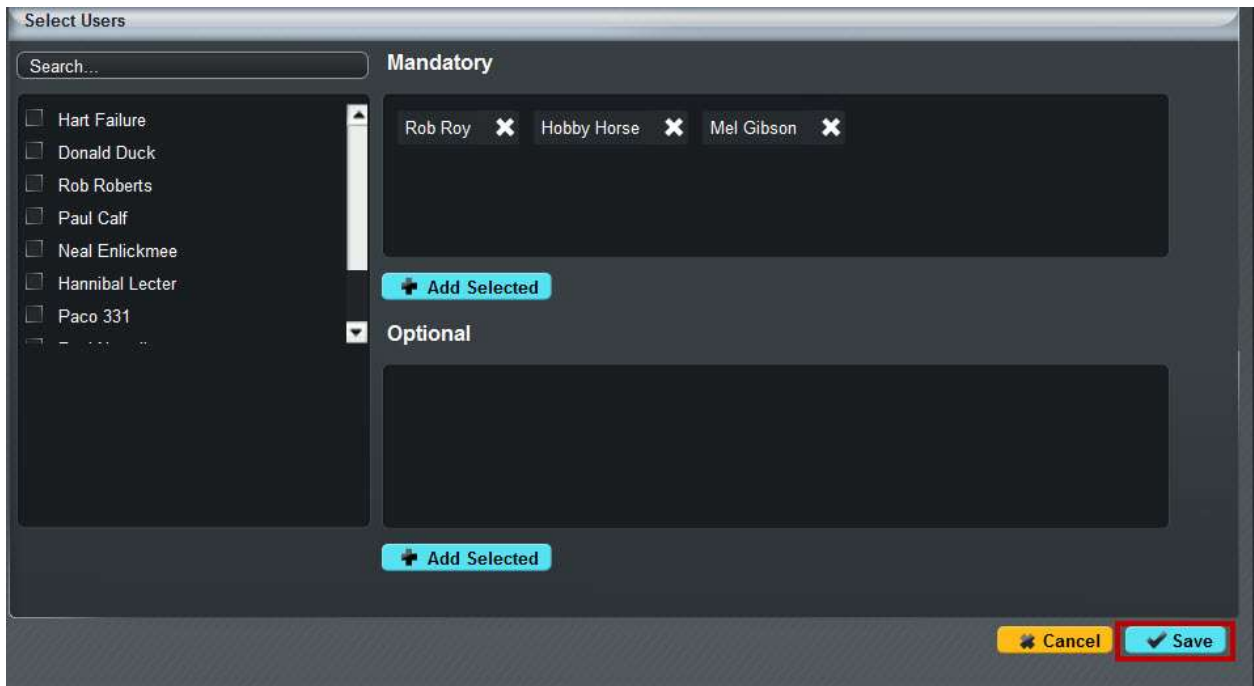
Select Users	Mandatory	Optional
<input type="checkbox"/> Donald Duck	Rob Roy X Hobby Horse X Mel Gibson X	
<input checked="" type="checkbox"/> Rob Roberts		
<input checked="" type="checkbox"/> Paul Calf		
<input type="checkbox"/> Neal Enlickmee		
<input type="checkbox"/> Hannibal Lecter		
<input checked="" type="checkbox"/> Paco 331		
<input type="checkbox"/> Paul Newall		
<input type="checkbox"/> Colin 525		

To remove a user from a list, click the "X" that appears next to the users name.

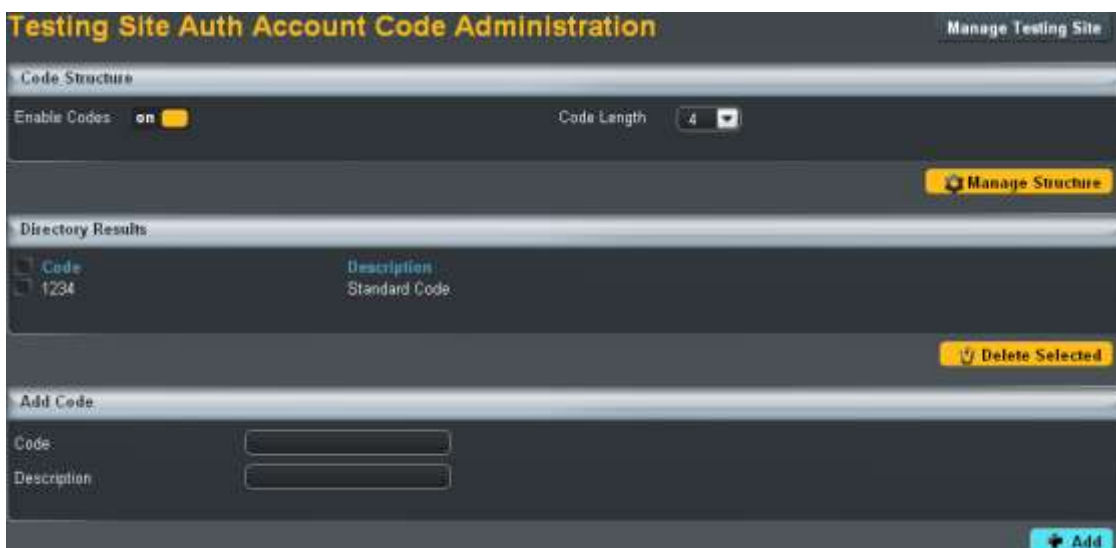
The screenshot shows the 'Manchester Auth Code Administration' interface. The 'Mandatory' list now contains 'Rob Roy', 'Hobby Horse', and 'Mel Gibson'. A red box highlights the 'X' icon next to 'Rob Roy', indicating it can be removed. The 'Optional' list remains empty. A red box also highlights the 'Add Selected' button at the bottom of the 'Mandatory' list.

Select Users	Mandatory	Optional
<input type="checkbox"/> Donald Duck	Rob Roy X Hobby Horse X Mel Gibson X	
<input checked="" type="checkbox"/> Rob Roberts		
<input checked="" type="checkbox"/> Paul Calf		
<input type="checkbox"/> Neal Enlickmee		
<input type="checkbox"/> Hannibal Lecter		
<input checked="" type="checkbox"/> Paco 331		
<input type="checkbox"/> Paul Newall		
<input type="checkbox"/> Colin 525		

Click "Save" once you've made your changes.



You need to select the on/off switch so it is on, and then select how long you would like the code to be. To input a code you need to enter what you would like the code to be and a description for the code, and then click “Add”.



To configure which option you would like and select what users you want in the group, you need to click on “Manage Structure”. This will allow you to select which type of code structure you want active and then manage users.

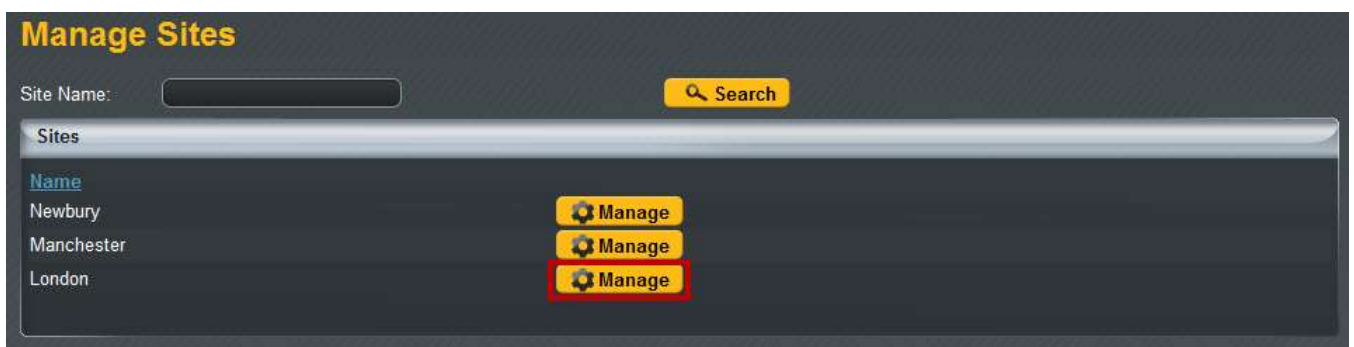
### Switch to Account Codes

From this screen, you can switch to Account Codes as only one code structure may be used at a time. When you switch from one structure to another, any selected users will be preserved.

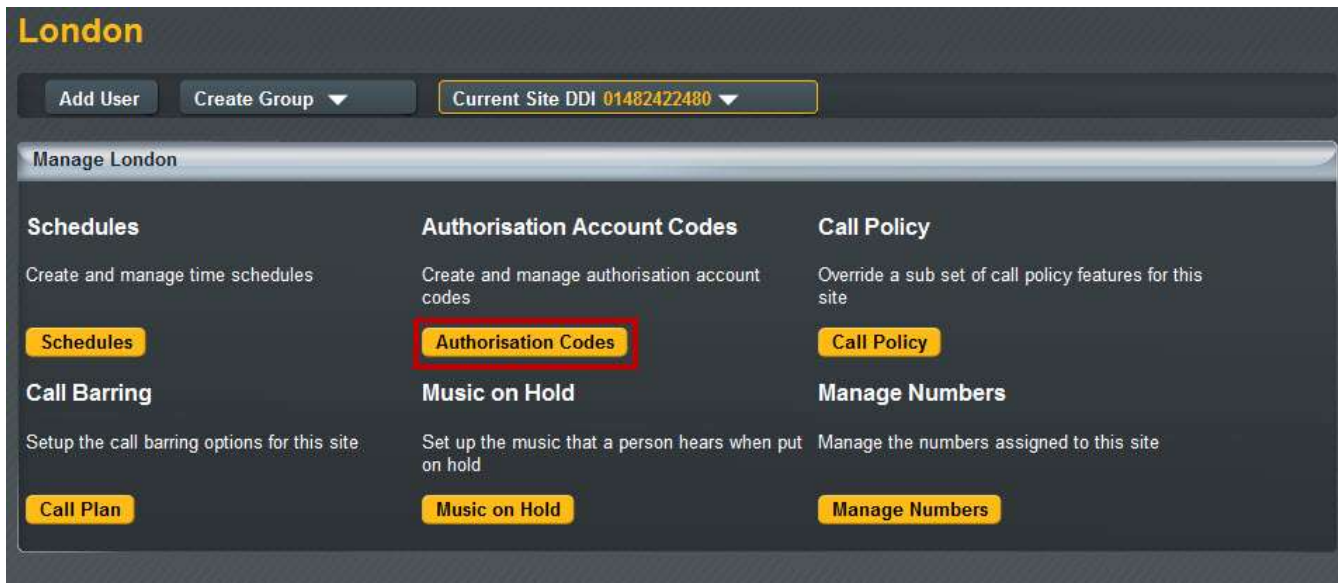
Click "Site Management".



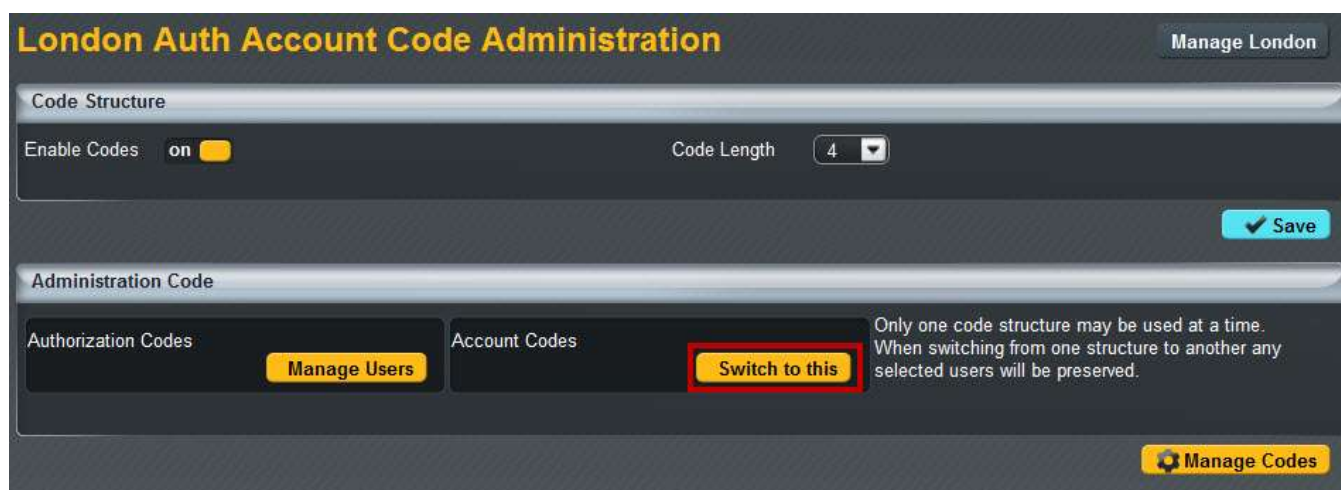
Select the Site which you wish to switch to Account Code for and click the "Manage" button



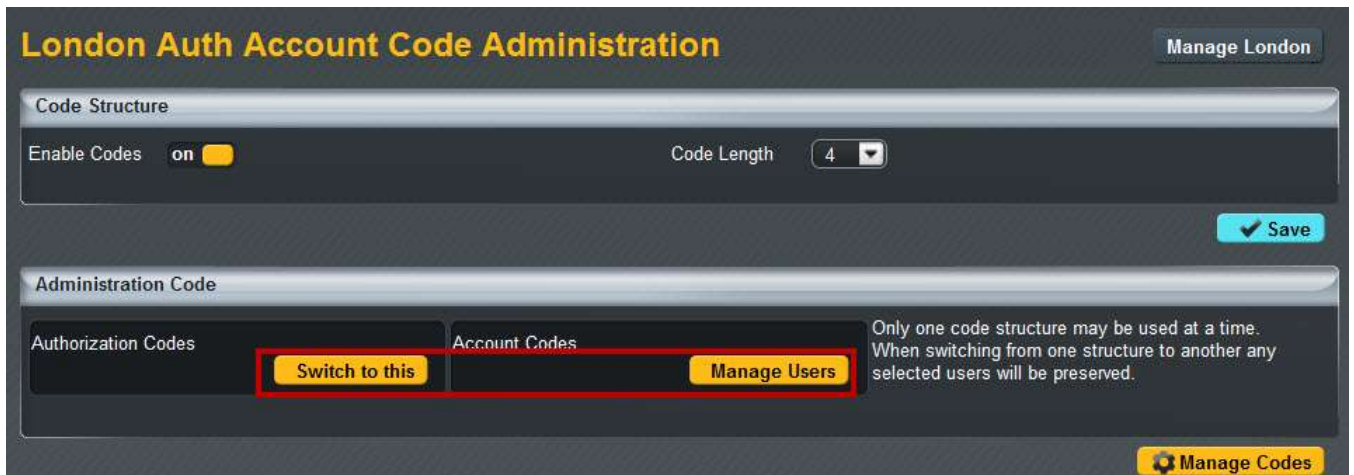
Click the Authorisation Codes button.



Click the "Switch to this" button.



Once this has been switched, the Account Codes button will now show as "Manage Users" and the Authorisation Codes button will show as "Switch to this".



**London Auth Account Code Administration** Manage London

**Code Structure**

Enable Codes ☒ on Code Length

✓ Save

**Administration Code**

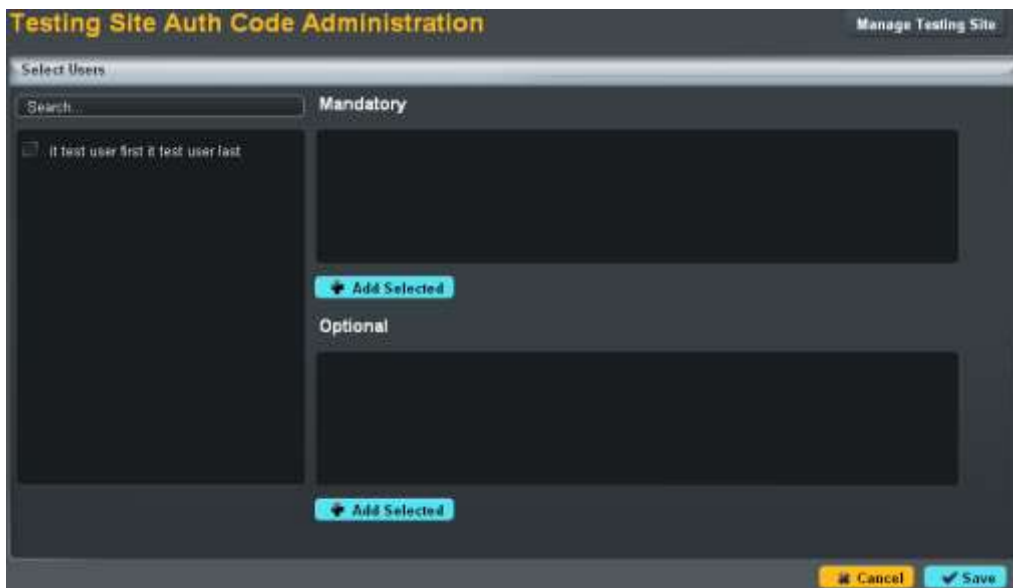
Authorization Codes Switch to this Account Codes Manage Users

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

⚙️ Manage Codes

## Account Code

Using account codes enables the tracking of calls made outside the company by prompting users for an account code. For account code, you have two different types of users: ones that need to mandatory enter the account code and others who have the option of adding the code. When making a call, if users are in the mandatory group they will be asked to enter the account code before the call is connected. If the user is in the optional group, you have the option of making calls which are not monitored. For the account code to be tracked the user will need to enter \*71 then the account code they are using and finally the number they would like to ring. To add a contact to one of the options, you need to select what user you would like to add and then click the “Add Selected” button which is associated with the group.



**Testing Site Auth Code Administration** Manage Testing Site

**Select Users**

Search... Mandatory

☐ If test user first a test user last

➕ Add Selected

Optional

➕ Add Selected

⌂ Cancel ✓ Save

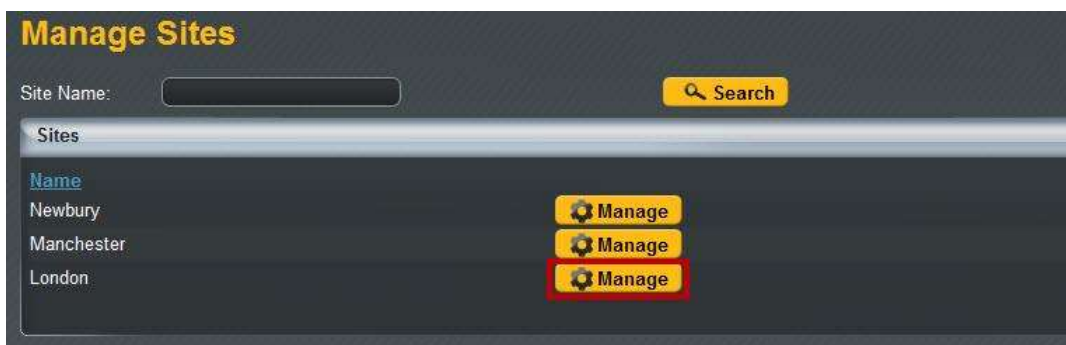
## Set Up Account Code

Click "Site Management".

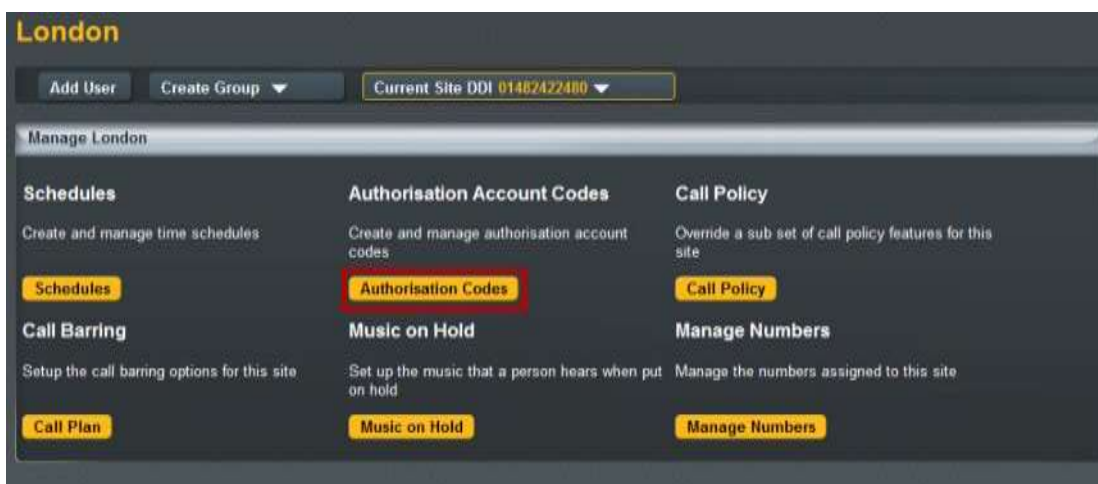




Select the Site which you wish to apply the Account Code to and click the "Manage" button.



Click the Authorisation Codes button.



In the Code Length field, select how many digits you want the Account Code to be (range is 2 to 14). Click the "Enable" button



**London Auth Account Code Administration** Manage London

Code Structure

Enable Codes ☐ off Code Length

✓ Save

In the Account Codes table, select "Use".

**London Auth Account Code Administration** Manage London

Code Type

Please choose a type of code to activate.

Authorization Codes Use Account Codes Use

Click "Manage Codes"

**London Auth Account Code Administration** Manage London

Code Structure

Enable Codes ☒ on Code Length

✓ Save

Administration Code

Authorization Codes Switch to this Account Codes Manage Users

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

⚙ Manage Codes

In the Add Code table, type in your desired code and a description to help you remember what the code is. Click the "Add" button.

**London Auth Account Code Administration** Manage London

Code Results

Code	Description
No Records Found	

⬇ Delete Selected

Add Code

Code:  Description:

⬅ Back ➕ Add

Click "Back".



**London Auth Account Code Administration** Manage London

**Code Results**

Code	Description
<input type="checkbox"/> 1234	New Code

Delete Selected

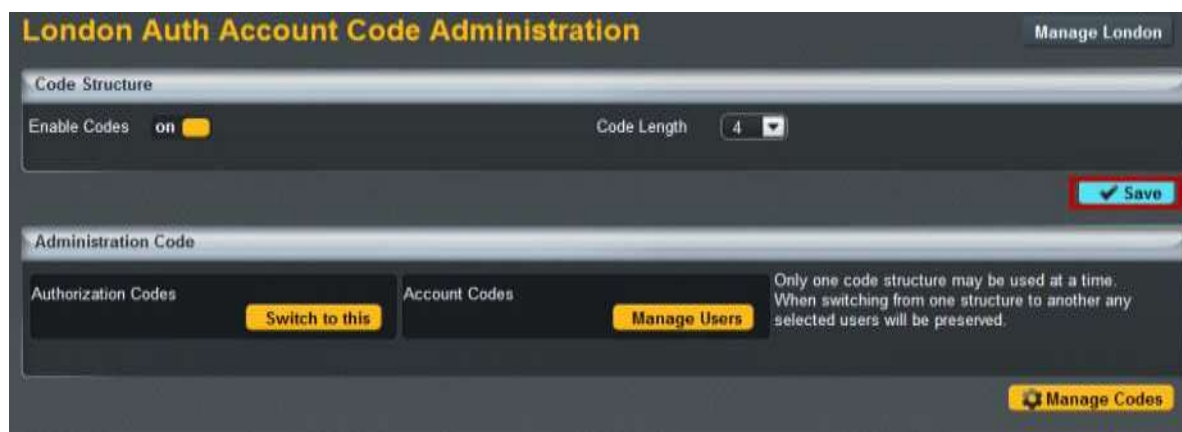
**Add Code**

Code:

Description:

Back Add

Click Save.



**London Auth Account Code Administration** Manage London

**Code Structure**

Enable Codes ☒ on Code Length

Save

**Administration Code**

Authorization Codes Switch to this Account Codes Manage Users

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

Manage Codes

To delete a code, you tick the box next to the code and then click "Delete Selected".



**Manchester Auth Account Code Administration** Manage Manchester

**Code Results**

Code	Description
<input checked="" type="checkbox"/> 2334	The Code

Delete Selected

**Add Code**

Code:

Description:

Back Add

To manage the users that need to dial the code, go to the 'Manage Account Code Users' section

## Switch Off Account Codes

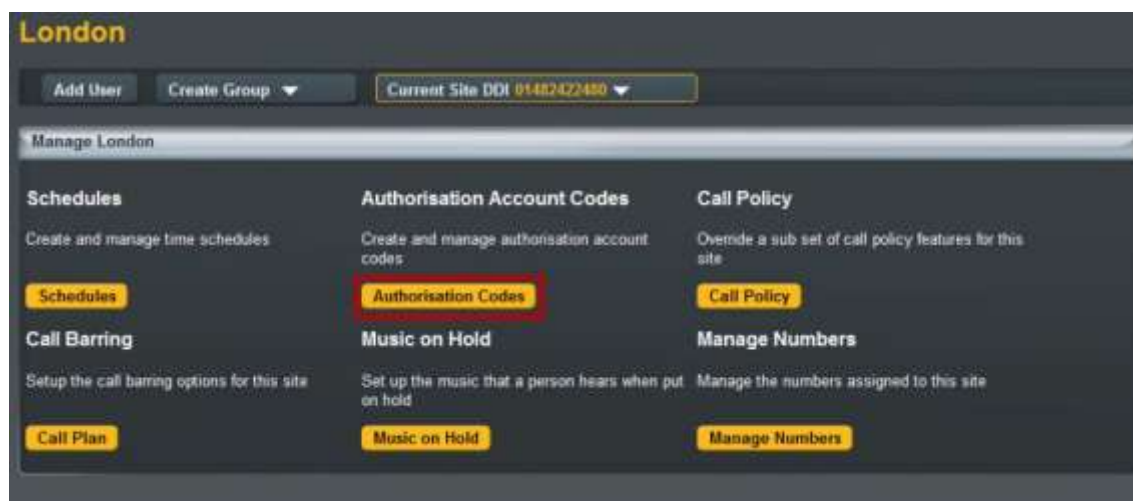
Click "Site Management".



Select the Site which you wish to manage the Account Code for and click the "Manage" button.



Click the Authorisation Codes button.



Switch the "Enable Codes" button to "Off" and click "Save".

**Manchester Auth Account Code Administration** Manage Manchester

Code Structure

Enable Codes **on** Code Length: 4

✓ Save

Administration Code

Authorization Codes Manage Users Account Codes Switch to this

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

⚙ Manage Codes

## Authorisation Code

Authorisation codes are used to perform authorisation of calls made outside the group by prompting users for an authorisation code. Calls are not connected unless a valid code is entered. All users within this group will be asked to enter the authorisation code before the call is connected. To add a contact to the group you need to select which contact you would like to add and then click "Add Selected".

**Testing Site Auth Code Administration** Manage Testing Site

Select Users

Search...

☒ it test user first it test user last

➕ Add Selected

✖ Cancel ✓ Save

## Switch to Authorisation Codes

From this screen, you can switch to Authorisation Codes as only one code structure may be used at a time. When you switch from one structure to another, any selected users will be preserved.

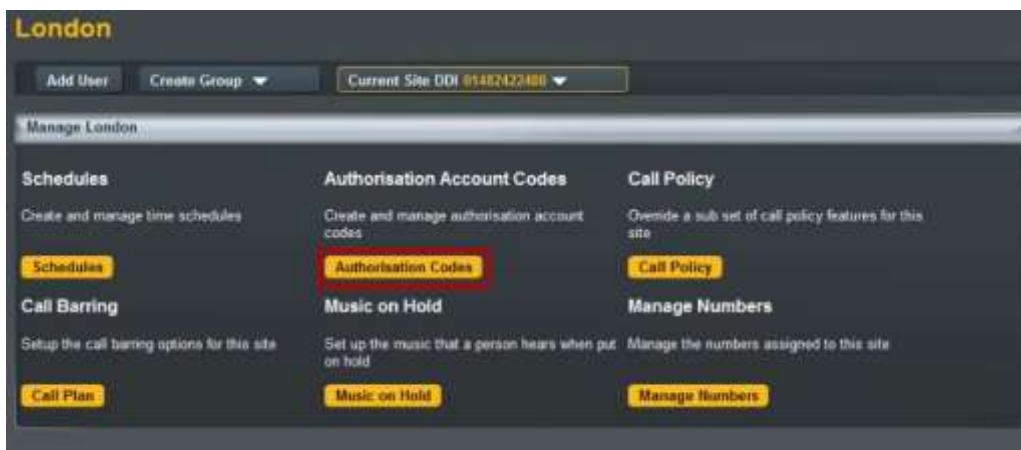
Click "Site Management".



Select the Site which you wish to manage the Account Code for and click the "Manage" button.



Click the Authorisation Codes button.



Click the "Switch to this" button



**Manchester Auth Account Code Administration** Manage Manchester

**Code Structure**

Enable Codes: ☒ on Code Length:

✓ Save

**Administration Code**

Authorization Codes: Switch to this Account Codes: Manage Users

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

⚙️ Manage Codes

Once this has been switched, the Authorisation Codes button will now show as "Manage Users" and the Account Codes button will show as "Switch to this".

**Manchester Auth Account Code Administration** Manage Manchester

**Code Structure**

Enable Codes: ☒ on Code Length:

✓ Save

**Administration Code**

Authorization Codes: Manage Users Account Codes: Switch to this

Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.

⚙️ Manage Codes

## Call Policy

Call policy allows you to override the company's policies for each individual site; this allows you to vary the activation of blocking callers name for external calls for each site. To do this you need to set 'override company call policy' to on and then set the setting to whatever you would like it to be for the site you have selected. You are only able to select the display site phone number if the site DDI has been set.

**Testing Site Call Policies** Manage Testing Site

**Testing Site Call Policies**

☒ on ☐ off Override company call policy

☒ off ☐ ? Block calling name for external calls

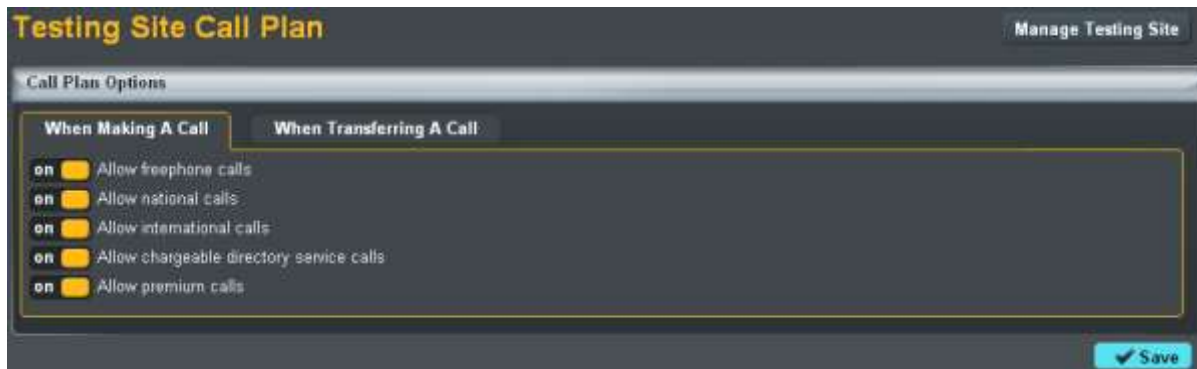
Number to use for calling line identity: ☒ User phone number ☐ Site phone number

✓ Save

## Call Barring

You are able to set call barring for each site. This allows you to change whether a site is allowed to make certain types of call and in what instants they can be transferred.





You are able to edit 5 different features; you activate these features by clicking on the on/off switch:

- Allow Freephone calls
  - This allows users to make any calls that will not have a charge
- Allow national calls
  - This allows users to make any call to anywhere nationally
- Allow international calls
  - This allows users to make any international call
- Allow chargeable directory service calls
  - This allows users to dial services such as any 118 or 123
- Allow Premium calls
  - This allows users to dial any number beginning 09

## Hot Desking

This feature allows the user to use any phone and not just the one on their desk i.e. it allows users to switch between desks, based on their own needs. A hot desk needs to be set up on your site by the administrator so that the device can be assigned to a user.

**If you use the Polycom 450 and 650, when hot desking the extension will appear as the guest's extension number. Every other handset it will still appear as the host's extension number, even if the guest is logged in**

### Setup Hot Desking for a Site

By design, all users are added to the Horizon Platform as "Hosts" and "Guests". This provides the ability for all devices in all locations under one enterprise to be used in a hot desk environment.

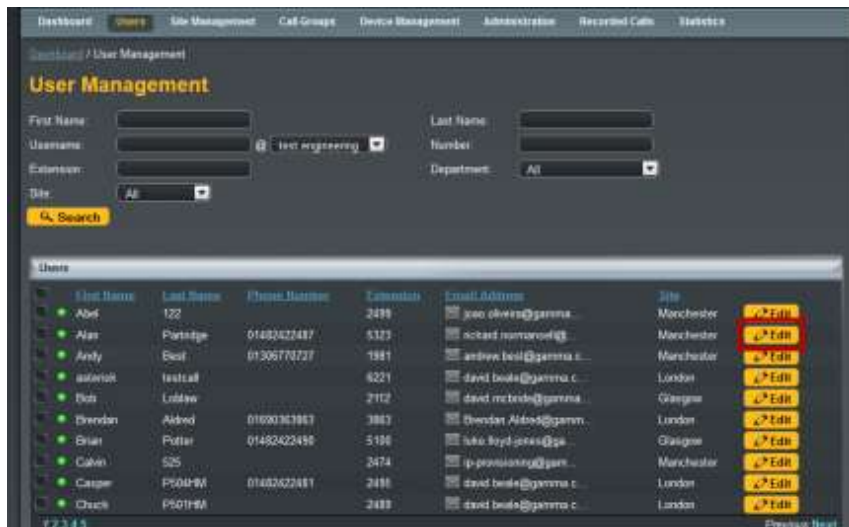
These are:

- Host - when this is designated to a user it allows other users with the "Guest" service assigned to them to associate their service profile with this user.
- Guest - when this is designated to a user it allows the user to associate their service profile with other devices that are assigned as a Host.

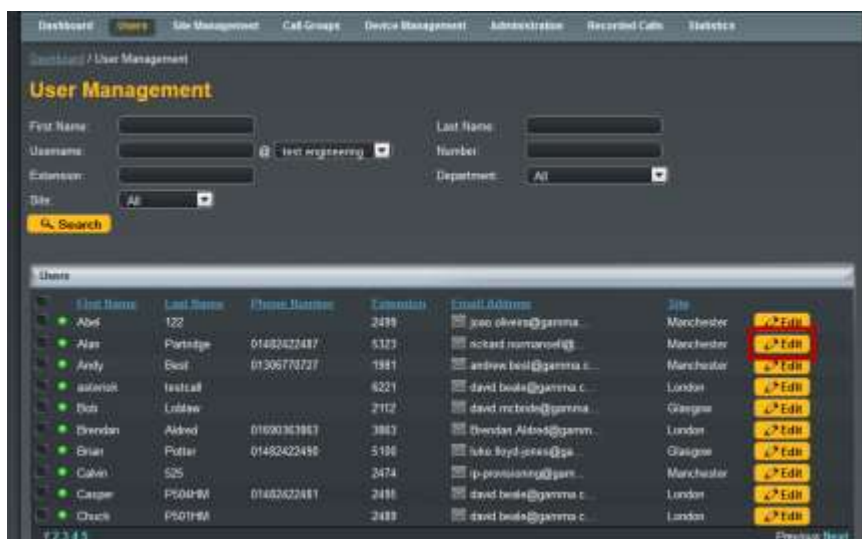
By design, all users are added to the Horizon Platform as Hosts and Guests. This provides the ability for all devices in all locations under one enterprise to be used in a hot desk environment.

For security purposes - there will be an option to disable a user from being used as a host device. To disable a user, please see the 'Disable and Enable Hot Desking' section.

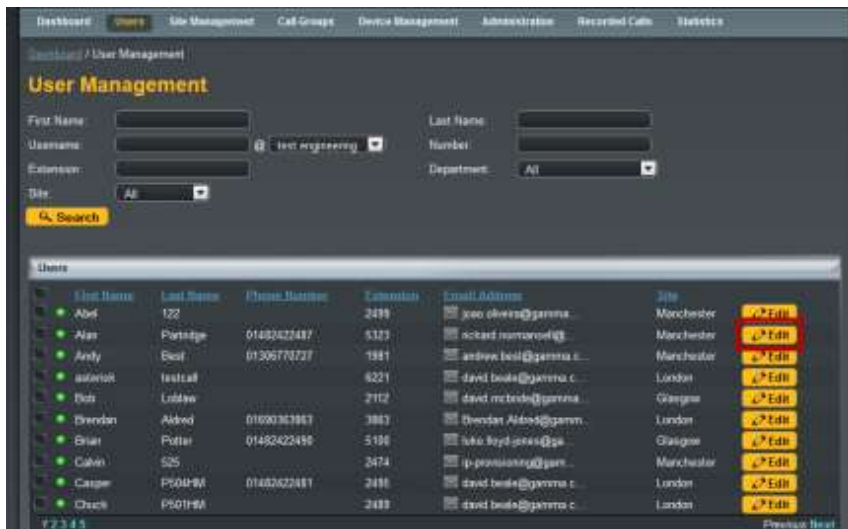
You are able to set up pre-configured hot desks which a user can come in and use as they need. To create a hot desk, select "List Users" from the Users drop down in the menu



Select the user whose handset you want to be set up for Hot Desking and click "Edit".



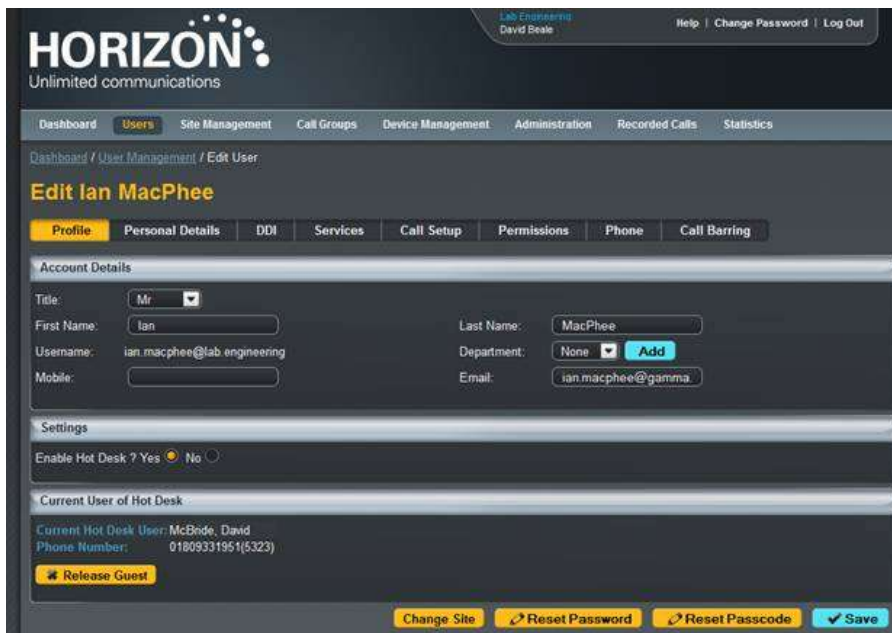
Click on "Profile" and then under the "Settings" table, ensure that Enable Hot Desk is set to "Yes" if you want this handset to be a Hot Desk, or "No" if you don't. Click Save.



## Disable and Enable Hot Desking

At Admin level, the Host can also force a disassociation with the Guest and also stop their handset from being used as a host.

To do this, you select "Users" from the menu. The "Profile" of the user includes the option to "Enable Hot Desk". Select Yes or No based on what you are wishing for, and click save.



## Create New Hot Desk

The screenshot shows the 'Create Hot Desk' form with the 'Profile Details' step selected. The form has a dark theme. At the top, there are three tabs: 'Profile Details' (active), 'Assign Number', and 'Assign Device'. Below the tabs is a section titled 'Hot Desk Details' containing a 'Username' field with a dropdown menu showing 'jason@example.com', a 'Primary Location' field, and a 'Secondary Location' field. Below this is a 'Settings' section with two options: 'Enable Hot Desk ? Yes' (selected) and 'No', and 'Enforce Association Limit for' with a dropdown menu showing '1' and the unit 'hours'. At the bottom right are 'Cancel' and 'Continue' buttons.

Once you have completed these settings click “Continue” and then you will be moved to the next page where you will need to assign the hot desk with a number and an extension. You are also able to select what will be displayed on the phone and in the directory by changing the caller id.

The screenshot shows the 'Create Hot Desk' form with the 'Assign Number' step selected. The form has a dark theme. At the top, there are three tabs: 'Profile Details', 'Assign Number' (active), and 'Assign Device'. Below the tabs is a section titled 'Find a Number' with a search bar and a list of numbers: 01666680002, 01666680005, 01666680007, and 01666680009. Below this is an 'Extension' section with a text field and a question mark icon. Below that is a 'Caller ID Presented' section with a checkbox labeled 'Same as user details' which is checked. At the bottom right are 'Cancel' and 'Continue' buttons.

The final section is to assign a device to the hot desk; you need to select what vendor it is, what model and what codec it is using. You will also need to input the mac address for the device. If you have available device then you can assign that device to the desk.

**Create Hot Desk** Profile Details Assign Number Assign Device

**Assign Device**

Vendor: Yealink

Model: T20P

Codec: G722

Mac:

## Login to Hot Desk on Horizon User – Administrator

From the Users drop down in the menu, select "List Users".

**Dashboard** **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

**Users** **List Users**

Add User

Groups Bulk Add Users

Auto Attendant (1)

Dave

Call Pickup (3)

Call Parking (2)

Hunt Group (5)

Call Queue Group (3)

Instant Conference Group (1)

**Calls per week**

Inbound Outbound

**Subscription Summary**

Name	Used	Available
Premium	34	5
Standard	9	13
GroupAdvancedSettings	4	3
Call Queue Group User	2	6
Voice Mail	36	9

**Top 10 Callers (Calls Received)**

Caller	Minutes
1. David Holland (28)	
2. Pascal 335 (27)	
3. Mark G - Desk (17)	
4. Manchester TSC (15)	
5. Horizon Test FD (14)	
6. Donald Duck (13)	
7. Glasgow_queue (6)	

Select the user whose handset you want to be hot desk and click "Edit".

**Dashboard** **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

**Dashboard / User Management**

**User Management**

First Name:

Username:  @ test-engineering

Extension:

Save:

Last Name:

Number:

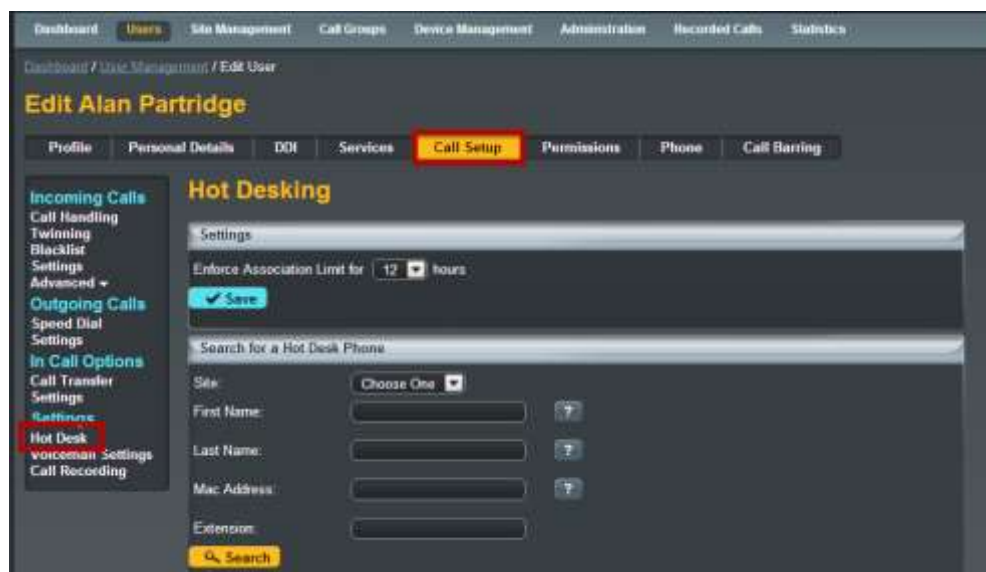
Department:

**Users**

First Name	Last Name	Phone Number	Extension	Email Address	Site	Edit
Abel	122		2498	joao.silvera@gamma.c...	Manchester	<input type="button" value="Edit"/>
Alan	Partridge	01482422487	5323	richard.normansell@g...	Manchester	<input type="button" value="Edit"/>
Andy	Best	01306770727	1981	andrew.best@gamma.c...	Manchester	<input type="button" value="Edit"/>
asterisk	testcall		6221	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Bob	Loblaw		2112	david.mcbride@gamma...	Glasgow	<input type="button" value="Edit"/>
Brendan	Aldred	01600363863	3863	Brendan.Aldred@gamm...	London	<input type="button" value="Edit"/>
Brian	Potter	01482422490	5100	luke.loyd-jones@ga...	Glasgow	<input type="button" value="Edit"/>
Cahin	525		2474	ip-processing@gam...	Manchester	<input type="button" value="Edit"/>
Casper	P504HM	01482422481	2495	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
Chuck	P501HM		2489	david.beale@gamma.c...	London	<input type="button" value="Edit"/>

1 2 3 4 5

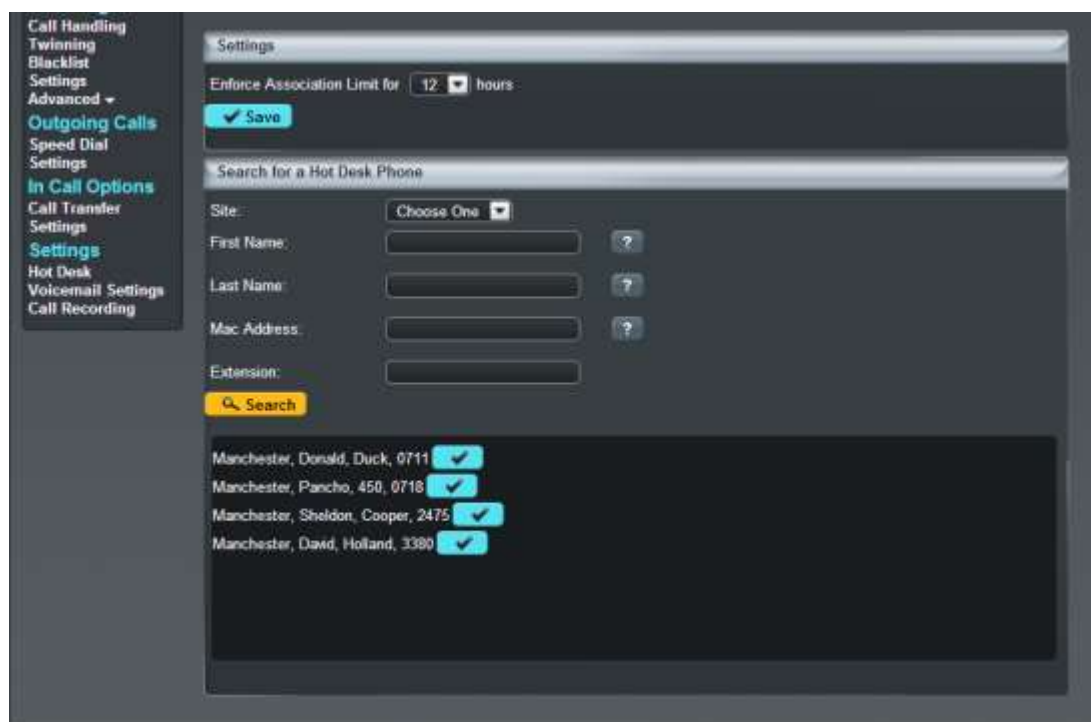
Click on "Call Setup" and then under the "Settings" table, select "Hot Desk".



To search for a hot desking phone, you can use on the hosts First Name, Last Name, Extension and MAC address.

Once you've clicked search, the available Hosts are displayed below Host.

To make the association, you simply click on the blue tick next to the Host you want to hot-desk with.

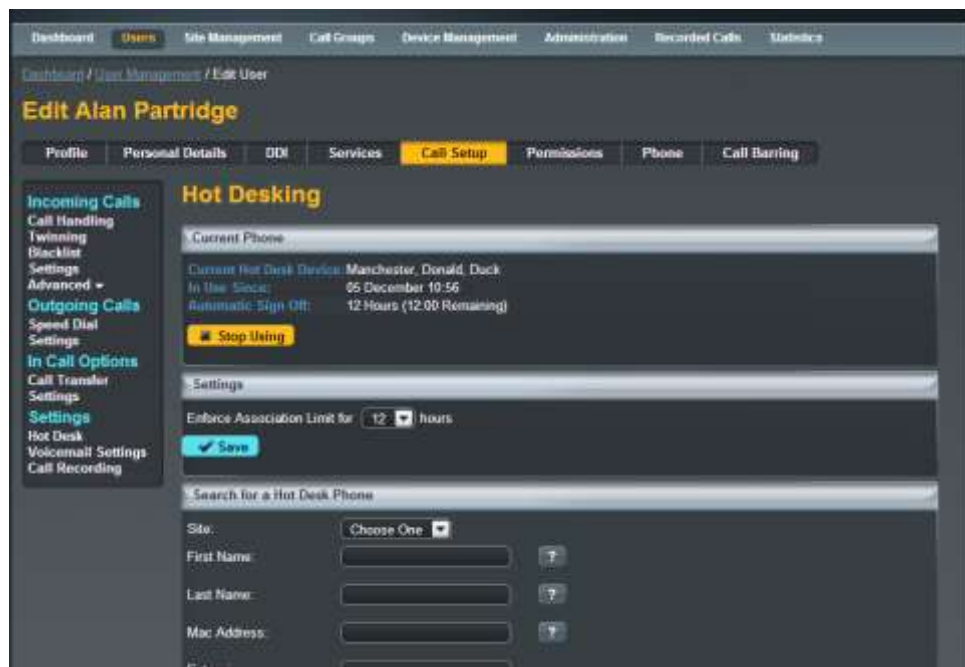


Once you've selected which Host you want to hot-desk, the next page gives further detail on the association. From here you can see what the current hot-desk device is, how long you've been connected and how much time you've got remaining before you are automatically logged off.



You can "Enforce Association Limit" on this screen as well, which will log you out automatically after the time that you set (this is a minimum of 1 hour and a maximum of 12 hours).

You can also end the hot-desking session here by selecting "Stop Using".



## Login to Hot Desk on Polycom Handsets

At the moment, only two handsets are able to support Soft Key on handset. These are the Polycom 450 and Polycom 650.

Only the Polycom 450 and 650 are supported for Soft Key hot-desking at the moment and the devices must be running UC software 4.0.2 or later.

Before you can use the soft key, the device profile needs to be edited on the Broadsoft Application Server and the following attributes to be added:

- feature.hoteling.enabled="1"
- hoteling.reg="1"

Press "GuestIn"



Enter your Voice Portal User ID and Password and press OK



If successful, the screen will look like the image across from this step. The time limit is based on those inherited from the Host device. The maximum limit is 12 hours.

To log out, select "GuestOut"





If invalid login credentials are entered 5 times, the account will be locked

## Login to Hot Desk on Horizon Voice Portal

### Requirements

- The voice portal is accessed by a user account with the Guest service assigned.
- The voice portal is accessed from the host user's device (it has to have the Host service assigned and enabled).

Access the voice portal using their allocated user name and password.

If the Guest has not been associated with the device previously, you'll need to hit the escape (\*) key and enter your own credentials.

If you are already associated with the device, simply enter your user credentials.

Select option 7 - "Access Hotelling"

Select one of the following options:

- 1 - the operator will check if there is an on-going association with this Host.
- 2 - the Guest can associate with the host (the association limit value is inherited from the host)
- 3 - the Guest can end the association with the host.

Once the association has been made with the host phone, Guests using Polycom 650 & 450 handsets will visibly see their own extension number on the Host device display. Guests using other handsets will continue to see the display name and extension number of the Host.

## Music on Hold

Music On Hold allows an administrator to set up and maintain an audio source that can be played to held parties when calls are on hold.

Music on hold is set up on a per site basis so you are unable to set up music on hold for the whole company.

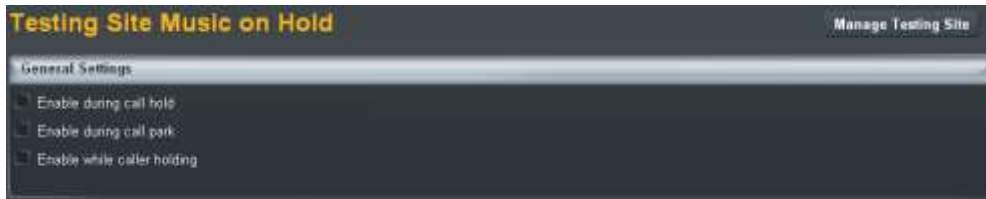
It can also be set up so that you have different music on hold whether the call is coming from an internal or external phone. You are also able to select if the music plays depending on the state of the caller.

**Please note that Gamma accepts no responsibility for the gathering of copyrights and licenses required for the music held within the Horizon system.**

When creating a file for use with Horizon it needs to be in the following format:

- .wav
- encoded with CCITT u-Law
- formatted at 8 KHz sample rate, 8 bit mono, 7 kb/sec

The short code for deactivation of music on hold per call is \*60.



You are able to use either the system default or upload a custom audio file.

To keep the system default, select 'use system default' to upload a custom file you need to select custom audio file then upload your file.

To upload a file, you click on "Browse" and then select the file you would like to upload.

Uploaded files must be in WAV format and encoded with CCITT a-Law and also needs to be formatted at 8.000 kHz, 8 Bit Mono, 7 kb/sec.

For internal calls, to use a different type of music on hold, you need to select the checkbox at the top of the internal calls section; otherwise external calls will be defaulted for both.



## To set up Music on Hold

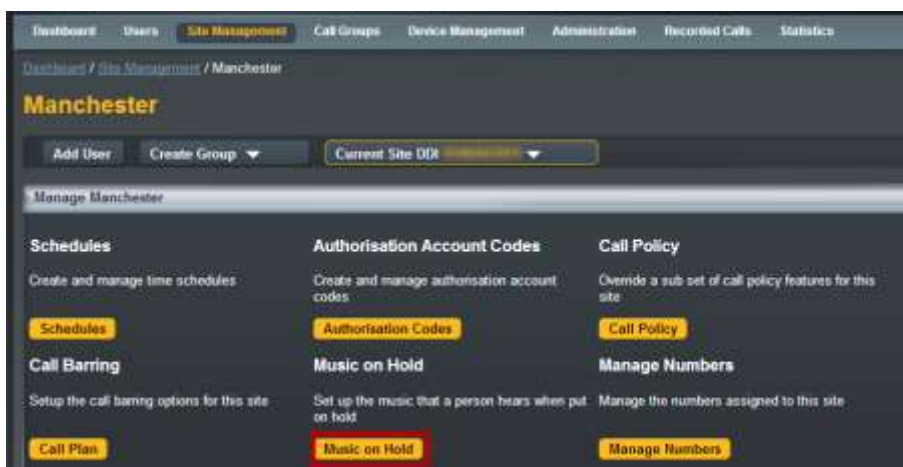
Select "Site Management"



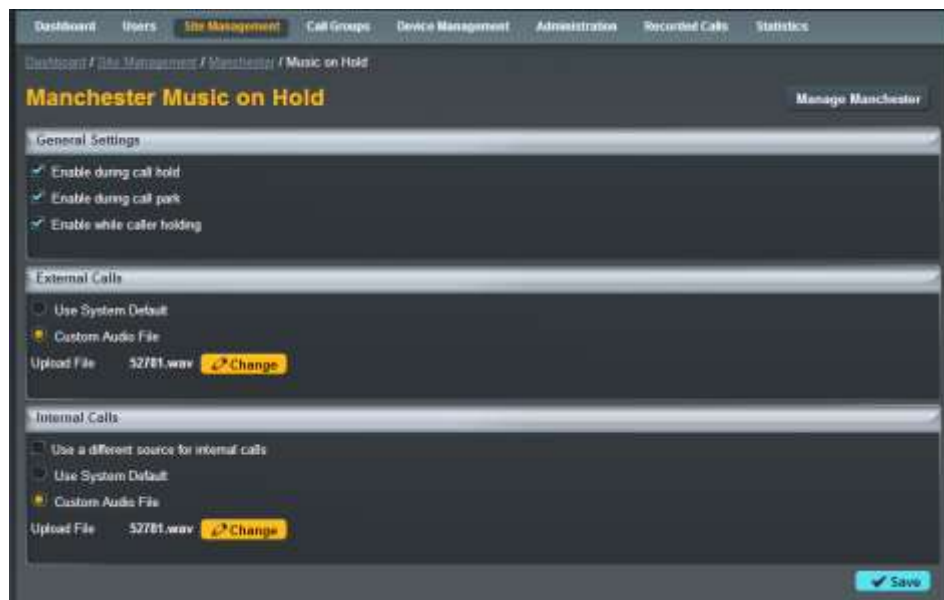
Select the site that you want the Music On Hold for, and click the "Manage" button.



Select "Music On Hold".



From here, you can select when you want Music on Hold to be enabled, if you want to use the System Default or if you want to have a custom audio file for External and Internal calls.



## Create an Audio File

You are able to create your own audio recordings and upload these to Horizon to use. You will need to convert the audio file to a recognised format once you've created the audio file.

To create an audio file, you'll need the following:

- A PC
- A Microphone (USB Connection Recommended)
- Audio Recording Software.

What software to use:

There are numerous recording packages available online for free and at a cost.

Windows has a basic application installed called [Sound Recorder](#) which can be found under Start > All Programs > Accessories > Entertainment > Sound Recorder.

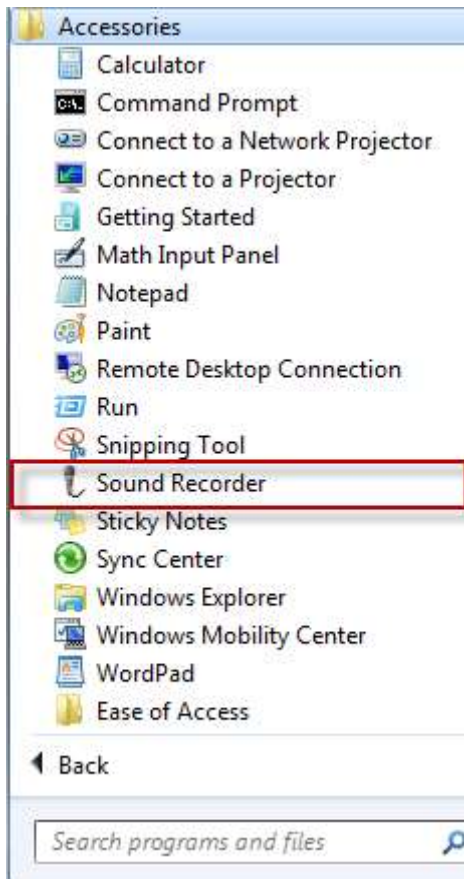
Another good quality free package is [Audacity](http://audacity.sourceforge.net/) which can be downloaded from here: <http://audacity.sourceforge.net/>.

This is not a Gamma product and we can offer no support or advice on using this software.

## Sound Recorder

Open the application by going to Start Menu > All Programs > Accessories > Entertainment > Sound Recorder





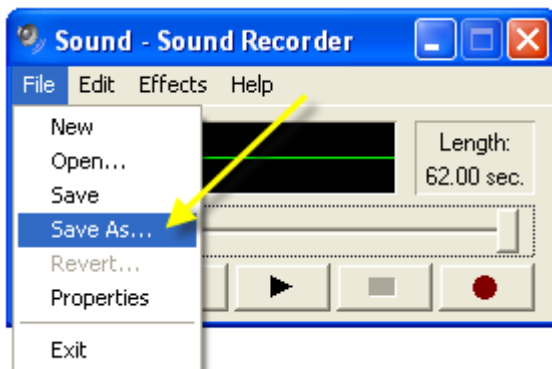
Click the record button and begin your recording.



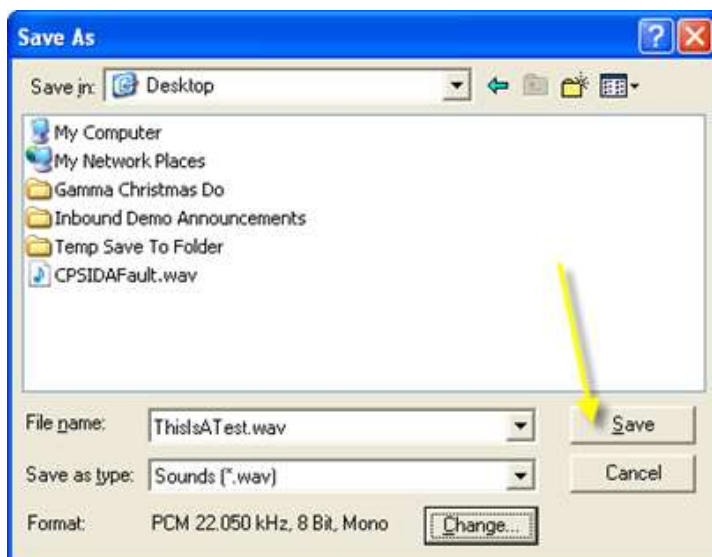
When you have finished your recording, click on the stop button.



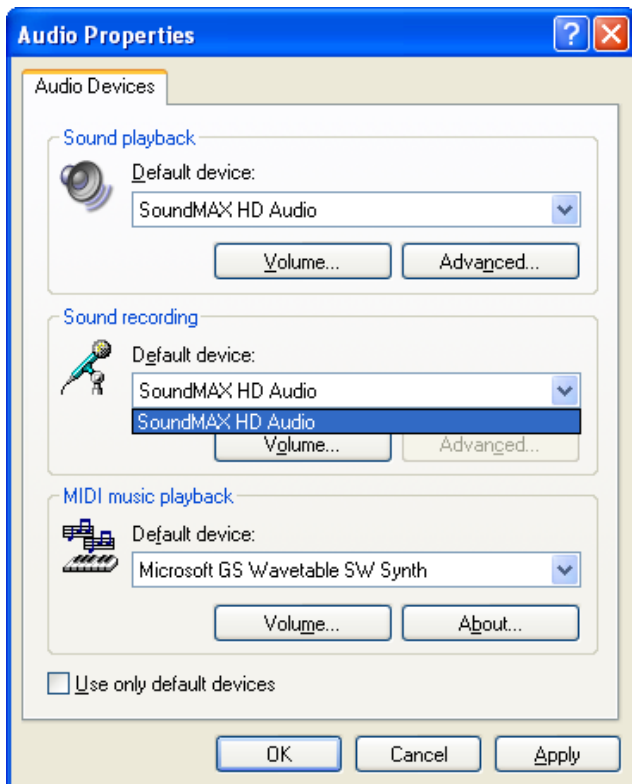
To play your recording back press the Play button. If you are happy click on File > Save As.



Chose a location to save the file, enter a name and click save



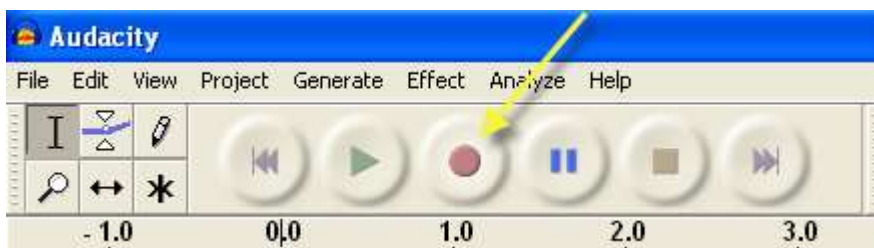
If you've found that when you're recording that no audio is being picked up, then click on Edit > Audio Properties. From the drop down menu ensure the correct device is selected under Sound Recording.



## Audacity

Audacity can be downloaded, free of charge, from <http://audacity.sourceforge.net/>. It is more powerful than Windows Sound Recorder and has lots of advanced features.

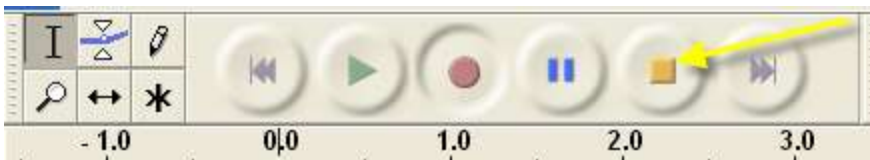
Open Audacity



Click on the record button to begin your recording.



The red bar will move along the screen and the blue line will show the level of recording.



When the recording is finished press the stop button.

You can then click File > Save Project As..., this will let you save it as an .aup file. This will open in Audacity and allow you to carry on working on the project.

You can also click 'Export as MP3' – this will save your recording as an .mp3 file. This will save your project as an .mp3 file which can then be played using a variety of software.

Horizon does not recognise mp3 files but you can convert audio files page to a suitable file for Horizon.

### Convert Audio File

An audio file which you want to use and upload to the Horizon portal needs to be in a certain file format with certain attributes. This guide gives you advice on how to convert the file, as well as information on what the file attributes are to be. We have provided information for a number of programmes.

### Converting programme - SoX (SOund eXchange).

**This is a guide on how to use 3rd Party software. Gamma offer no further support to SoX. If you require further assistance, please use the SoX website.**

Once you've downloaded SoX, unzip the file and this will create a directory for SoX. You do not need to do anything further after you've unzipped the file, as the program will work straight from this directory.

The file attributes that are required for audio files that can be uploaded and used in the Horizon portal are:

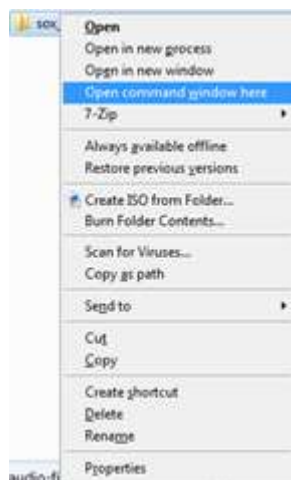
- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit mono, 7 kb/sec

Below is a step by step guide on how to get a file with these attributes.

Copy the sound file that you wish to use (either mp3 or wav) into the SoX directory that has been created when you've unzipped the file. See the screenshot for an example.

Name	Date modified	Type	Size
lame_enc.dll	15/03/2012 09:31	Application extens...	372 KB
lame_enc_license-info.txt	15/03/2012 10:06	TXT File	2 KB
libgomp-1.dll	26/08/2011 17:13	Application extens...	274 KB
libmad.dll	15/03/2012 09:32	Application extens...	80 KB
libmad.license.txt	15/03/2012 11:41	TXT File	18 KB
LICENSE.GPL.txt	04/03/2012 23:18	TXT File	18 KB
pthreadgc2.dll	12/05/2011 18:11	Application extens...	108 KB
README-Horizon-usage.txt	19/03/2012 11:04	TXT File	1 KB
sox.exe	04/03/2012 23:18	Application	2,501 KB
test-input-file.mp3	14/07/2009 05:52	MP3 Format Sound	8,218 KB
voicemail_attachment_20120328_141129....	28/03/2012 15:21	MP3 Format Sound	0 KB
wget.exe	04/03/2012 23:18	Application	392 KB
wget.ini	04/03/2012 23:18	Configuration sett...	5 KB
zlib1.dll	10/05/2011 11:38	Application extens...	92 KB

Open a command prompt in your "sox" directory. To do this, if you press and hold the <shift> button and then right click on the "SoX" directory, then click the "Open command window here" option.



When command prompt has loaded up, type in the following command:

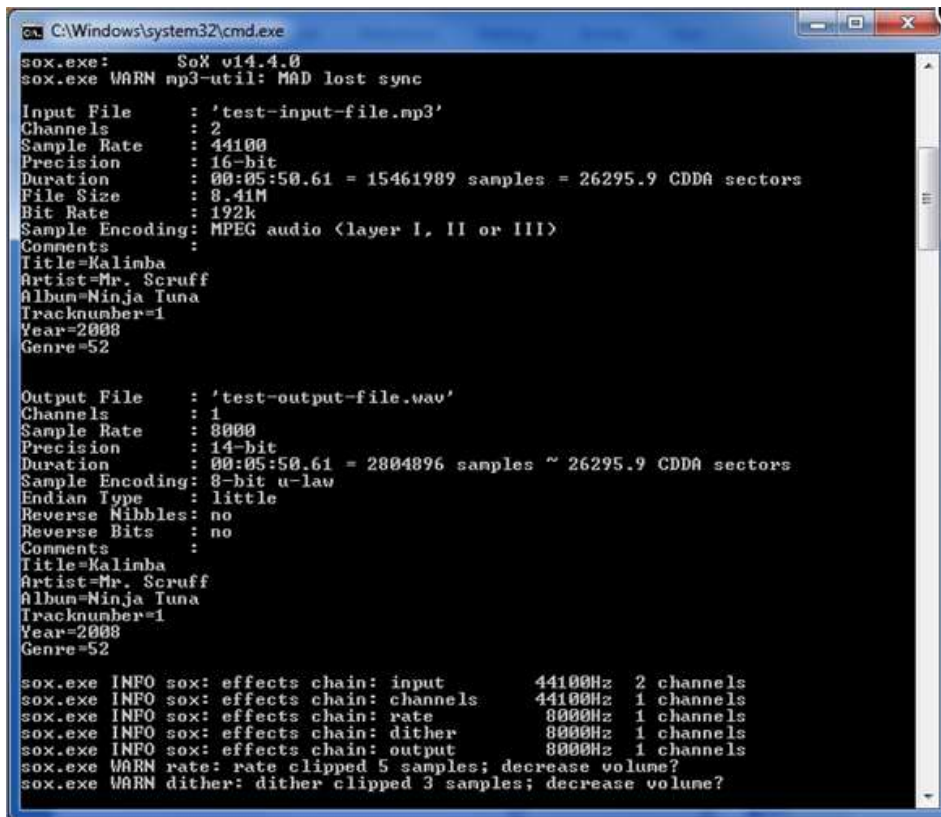
```
sox.exe -V test-input-file.wav -e u-law -r 8000 -c 1 test-output-file.wav
```

At command prompt invoke the following command, making sure that the correct input file is named and your required output file too.

Make sure that the correct input file is named. In this example, this is the "test-input-file.wav" area of code.

Also make sure that your required output file is named what you want as well. This is the last bit of code, in this example "test-output-file.wav".

The output of command prompt should look similar to this:



```
C:\Windows\system32\cmd.exe
sox.exe: SoX v14.4.0
sox.exe WARN mp3-util: MAD lost sync

Input File      : 'test-input-file.mp3'
Channels        : 2
Sample Rate     : 44100
Precision       : 16-bit
Duration        : 00:05:50.61 = 15461989 samples = 26295.9 CDDA sectors
File Size       : 8.41M
Bit Rate        : 192k
Sample Encoding : MPEG audio (layer I, II or III)
Comments        :
Title=Kalinba
Artist=Mr. Scruff
Album=Ninja Tuna
Tracknumber=1
Year=2008
Genre=52

Output File     : 'test-output-file.wav'
Channels        : 1
Sample Rate     : 8000
Precision       : 14-bit
Duration        : 00:05:50.61 = 2804896 samples ~ 26295.9 CDDA sectors
Sample Encoding : 8-bit u-law
Endian Type     : little
Reverse Nibbles : no
Reverse Bits    : no
Comments        :
Title=Kalinba
Artist=Mr. Scruff
Album=Ninja Tuna
Tracknumber=1
Year=2008
Genre=52

sox.exe INFO sox: effects chain: input      44100Hz  2 channels
sox.exe INFO sox: effects chain: channels  44100Hz  1 channels
sox.exe INFO sox: effects chain: rate      8000Hz  1 channels
sox.exe INFO sox: effects chain: dither    8000Hz  1 channels
sox.exe INFO sox: effects chain: output    8000Hz  1 channels
sox.exe WARN rate: rate clipped 5 samples; decrease volume?
sox.exe WARN dither: dither clipped 3 samples; decrease volume?
```

You've created the file that will be able to be used in Horizon and are now able to upload this to use. The file will be created in the SoX directory that you've been working from since you've downloaded the application.

### Converting programme – Audacity

This is a guide on how to use 3rd Party software. Gamma offer no further support to Audacity. If you require further assistance, please use the Audacity website.

We found the following format works well with Audacity:

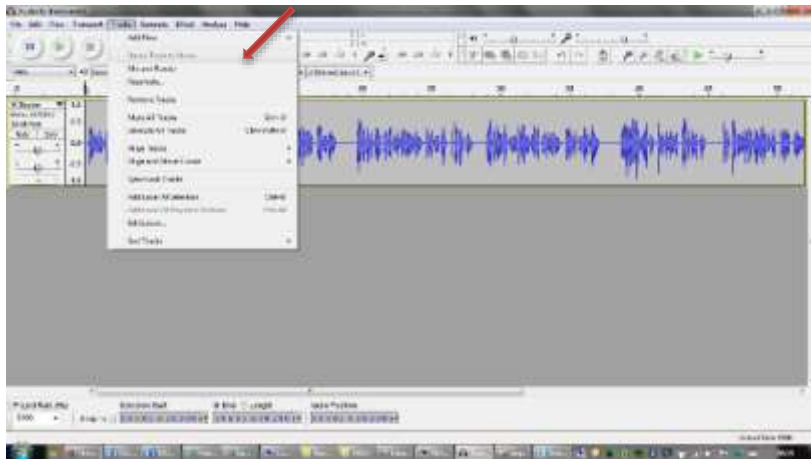
- Mono
- 8000KHZ
- 32 Bit float
- U Law

You can edit the audio file by:

1. Change from Stereo to Mono
2. Change the Sample Rate
3. Change the Bit Rate
4. Change the Audio format
5. Export File

You will need to change it to Mono by selecting **Tracks** tab and then select Stereo to Mono

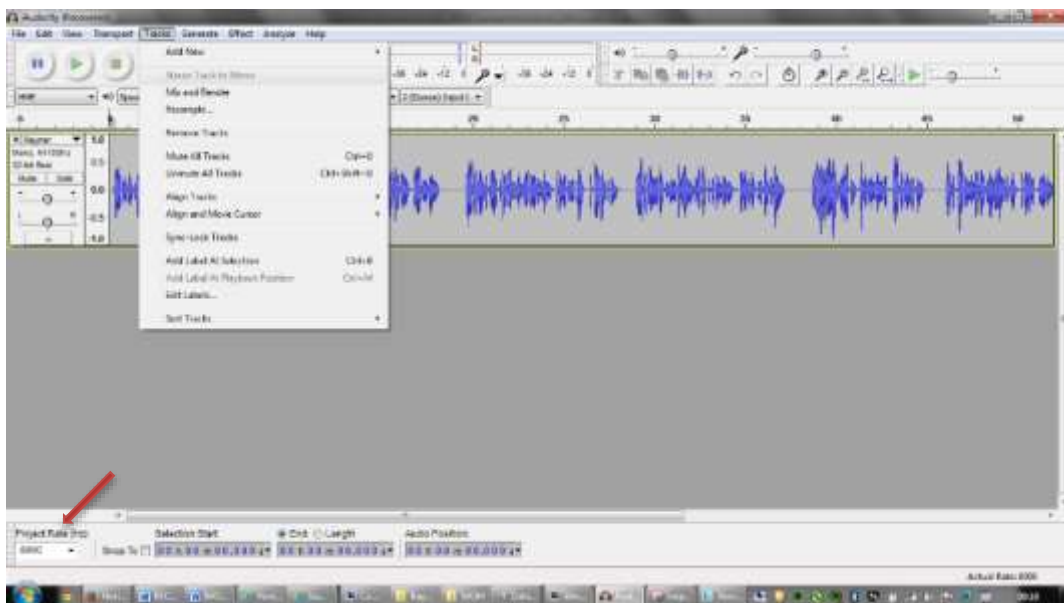
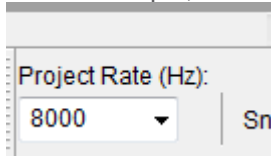




The Sample rate will need to be changed. Go to the resample tab and set to 8000

You can also change the Bit Rate at the bottom of the page (Project Rate).

In this example, it was set to 8000.



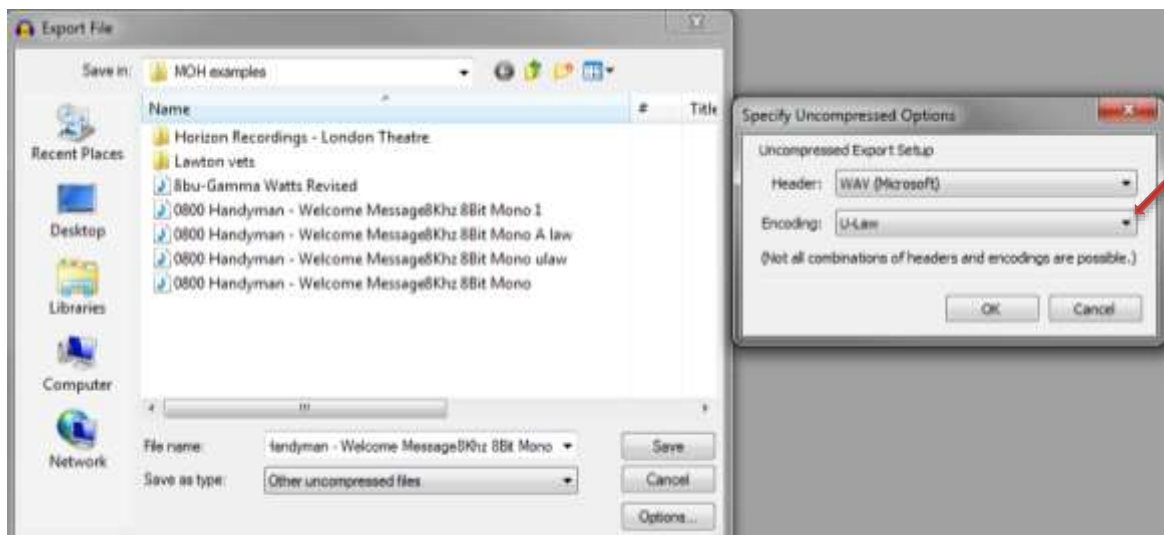
To change the file from Alaw to Ulaw, go to **File Export** and then save the file type as other uncompressed files.

Select options



Then save as a Wav file by selecting the Header as WAV (Microsoft)

Select the encoding as ULaw



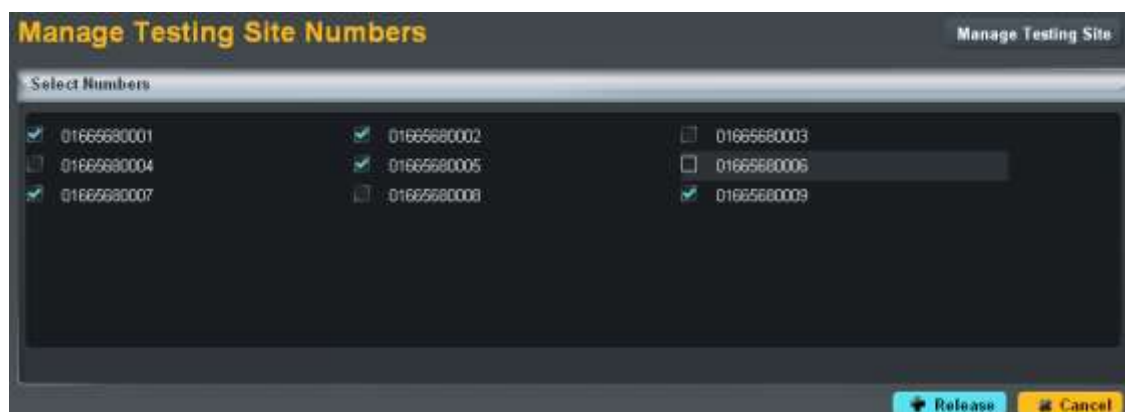
Save the file and upload it to Horizon.

## Manage Numbers

'Manage Numbers' allows you to see all the numbers that are allocated to that site and see whether they are free or being used by a user or service. This screen allows you to release any numbers, which are assigned to that site, and then you can reassign them to another site. Numbers are displayed as either a range of numbers or individual numbers and you can chose to either release the full range or select number individually.



To release a number, you click on 'release selected', or 'release all' depending on which option you want. If you click release all it will simply release all numbers for reallocation. If you click on release selected you will be taken to a screen where you will be asked to select which numbers you want to select. Once you have selected all the numbers you click on release and then all the numbers will be available to reallocate to a new site. If you want to see how to reallocate numbers go to the Number Management section under administrative features.



## Recorded Calls

Recorded calls allow you to be able to view and download calls that have been made to an outside number. You are able to set up the recorded call via call setup and decide how many of the calls you want recording. You are able to search for call recordings across multiple users.

You will be able to select whether you want to download inbound or outbound calls, a start date and time or a particular phone number. Once you have selected the search criteria you want and have clicked the “Search” button, you will be able to view all calls to fit your criteria. To download a call just check the call or calls you would like to download and then click “download selected” or “download all”.

Dashboard Users Site Management Call Groups Device Management Administration **Recorded Calls** Statistics

Dashboard / Recorded Calls

### Recorded Call Search

Username

Number

Calling/Called Number:

Site:

Start Date/Time

End Date/Time

Items Per Page:

☒ Both ☐ Inbound ☐ Outbound

Search

**Calls**

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Called/Calling
No Records Found						

Delete Selected Delete All Download Selected Download All



If you download a single file you will receive a file in an mp3 format, if you download a selection you will get a zip file with multiple mp3 files. Depending on your browser, it will depend on where the file will go. For Firefox and Chrome, it will go to your download folder or where ever you have assigned your download files to go to. For Internet Explorer and Opera, you will be asked where they would like to save the file. For Safari, the default download location will be either your documents or download folder, this will different if you have changed it.

The mp3 files name includes basic information about the call each section is separated by an underscore and it is in this order:

- DDI for the person making the call
- DDI for the person receiving the call
- The date the call was made
- The time the call was made.

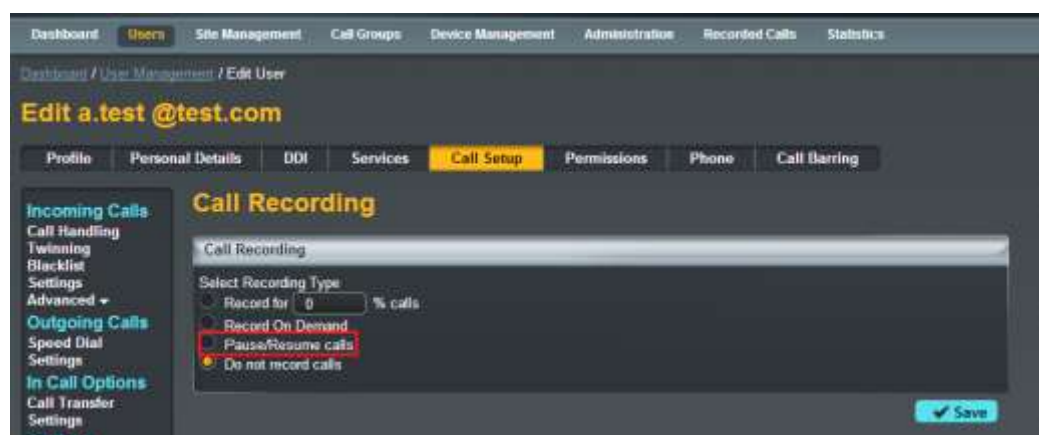
So if you want to search for a recording to a certain number you will need to perform a file search and search for the number.

## Call Recording Users

To set up call recording for a user you need to go to the call set up page for that user and select “call recording” from the menu.

You are able to set up so that the caller can decide when the call is recorded, if pause/resume is required or select a percentage of calls that are recorded.

You just need to select the option you want for that user and then click “save”. To record a call on demand the



person making the call needs to input \*1 at any point during the call. This feature is only available if you have given call recording to the DDI of a user.

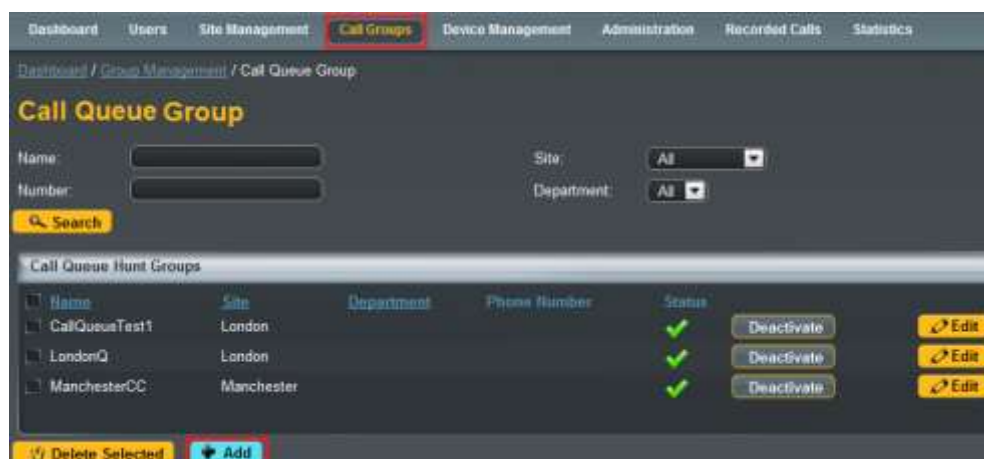
For pause and resume, the command is \*3 to pause and \*7 to resume.

Please note that call recording is possible for both inbound and outbound calls, over users, hunt groups and auto attendants. The call recording storage is chargeable and that 900 Megabytes is approximately 4,500 to 5,000 minutes assuming approximately 185kbyte per minute.

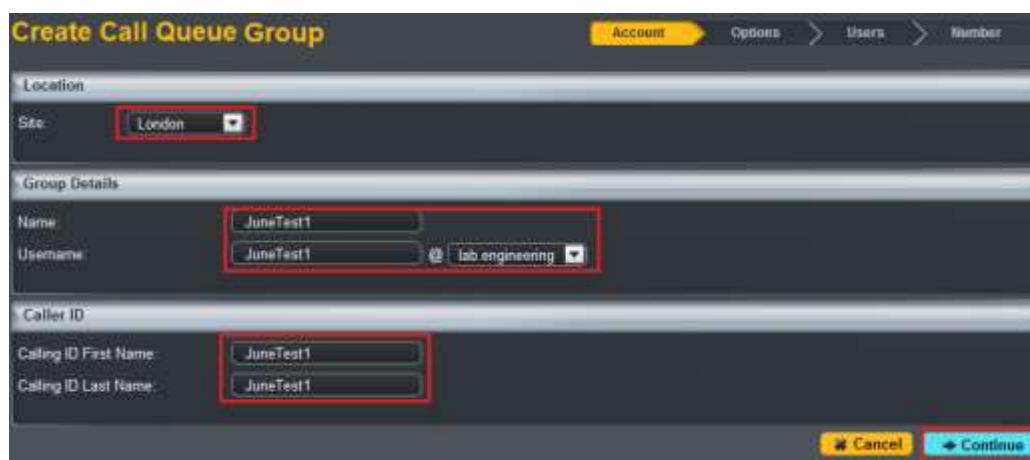
## Call Queuing

Call Queuing subscriptions will show in the subscription centre to be assigned to specific users who will use the group.

In order to then establish a Call Queue Group you simply need to go to the “Group Management” section, and click on “Call Queue Group”, and “Add”



This will then put you into the setup wizard for the Call Queue Group, where you can assign the Call Queue Group to a site, and provide it with a name and Calling ID for presenting calls to the handsets.



Clicking on 'continue', you can then set up the Call Queue settings, allowing you to establish the size of the queue, whether you would like constant ring tone or announcements, and overflow settings.



**Create Call Queue Group**

Account > Options > Users > Number

**Queue Settings**

Queue Length: 25 calls

☒ Play ringing when offering call

**User Settings**

☒ Allow users to sign in/out of Queue Group

☐ Allow Call Waiting on users

**Overflow Settings**

☐ Enable overflow after call wait: 30 seconds

☒ Play busy tone

☐ Transfer to phone number:

☒ Play default announcement before overflow processing

Cancel Continue

Overflow settings should always be set as this will define the treatment of the call should the queue be full (i.e. 26<sup>th</sup> caller) or encounter other unavailability.

Clicking on continue will then establish the group and allow you to allocate users.

**Create Call Queue Group**

Account > Options > Users > Number

! Your new call queue hunt group has been created successfully, you have 1 Call Queue Hunt Group subscriptions remaining

Select Users

Search

☒ Pandora L331

☒ Palagus L450

☒ Charlie L501

☐ Casper L504-M

☐ Paula L331

☐ Piaa L450

☐ Poppy L650

Add Selected

Cancel Continue

The Call Queue Group when dialled will ensure all users are contacted through a simultaneous call to them, routing to the first user to answer

**Create Call Queue Group**

Account > Options > Users > Number

! Your new call queue hunt group has been created successfully, you have 1 Call Queue Hunt Group subscriptions remaining

Select Users

Search

☐ Casper L504-M

☐ Paula L331

☐ Piaa L450

☐ Poppy L650

☐ Cleo L525

Pandora L331 X

Palagus L450 X

Charlie L501 X

Add Selected

Cancel Continue

Finally once users are assigned you simply need to assign an available number and extension to the service, and click “Finish and Show List”

**Create Call Queue Group**

Account Options Users **Number**

Find a Number

Search

- ☐ 01350890582
- ☐ 01350890584
- ☒ 01350890585
- ☐ 01350890586
- ☐ 01350890587
- ☐ 01350890588
- ☐ 01350890589

Extension:

Extension:

Your Call Queue Group is now established, and further editing i.e. to add announcements or the ability to deactivate the group is then made available

Further actions can then be taken through editing the Call Queue Group.

**Edit Testjuly**

Account Options Users Number Announcements **Call Recording** Voicemail Advanced Settings

**Call Recording**

Call Recording

Select Recording Type

- ☐ Record for  % calls
- ☐ Record On Demand
- ☒ Do not record calls

Call recording can be implemented through the “Call Recording” tab, however it should be noted that this will record the full call including time on hold if implemented.

**Edit Testjuly**

Account Options Users Number Announcements Call Recording **Voicemail** Advanced Settings

Voicemail

on ☒ Enable Voicemail

**Voicemail Settings**

Announcement

☒ Use System Default

☐ Use My Audio file   ?

Notification Settings

☐ Notify Me at This Address

Personalised Name Audio

Upload File   ?

Voicemail Options

Send All Calls to Voice Mail ☒

Voicemail can also be enabled, and the option to send all queued calls to Voicemail applied.

Once a Voicemail is enabled in the system further options are also available under the Options tab to allow a user to Dial 0 (as default) to breakout from the queue and leave a Voicemail against the Group Voicemail.

**Edit Testjuly**

Account Options Users Number Announcements Call Recording Voicemail **Advanced Settings**

Advanced Settings

on ☒ Enable Virtual Package On

**Schedule**

Forwarding Number

Forward To:  ?

Forwarding Schedule

☒ Do not use a schedule ☐ Use the following schedule

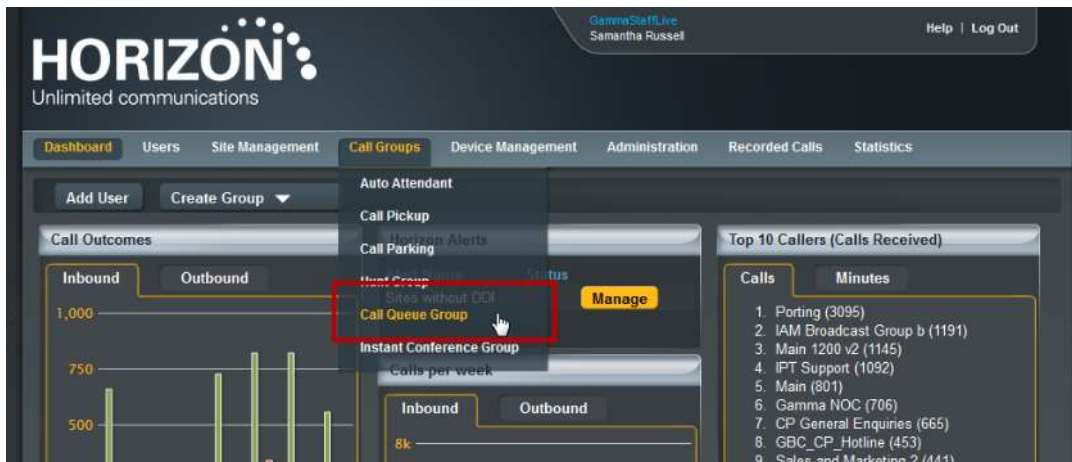
Additional Ringing  ?

Out of Hours  ?

Finally if a schedule is to be applied to enable the calls to be forwarded to another number outside of core opening hours this can also be enabled assuming the additional advanced settings tab has been applied.

### Add Users to Call Queue Groups

From the Call Groups drop down in the menu, select "Call Queue Group".



Select the Call Queue Group that you want to add a user to and click on the "Edit" button.



Click "Users"

**HORIZON**  
Unlimited communications

GammaStaffLive  
Samantha Russell

Help | Log Out

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Queue Group / Edit Call Queue Group

### Edit Budapest\_test\_call\_q

Account Options **Users** Number Announcements Call Recording Voicemail Advanced Settings

**Group Details**

Name: Budapest\_test\_call\_q

Username: budapest\_q @ gammastaff.com

**Caller ID**

Calling ID First Name: Budapest

Calling ID Last Name: Q

✓ Save

If you want to remove a use, click on the "X" next to the user name.

Click "Save" once you're done.

**HORIZON**  
Unlimited communications

GammaStaffLive  
Samantha Russell

Help | Log Out

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Call Queue Group / Edit Call Queue Group

### Edit Budapest\_test\_call\_q

Account Options **Users** Number Announcements Call Recording Voicemail Advanced Settings

**Select Users**

Search...

☒ Chris Shaw

☒ Nick Lowe

☒ Sol Taylor

☒ Sophie Carr

☒ Sharon Buttershaw

☒ Chris Hart

☒ HIT Demo

✕

➔ Add Selected

✓ Save

### Adding announcements to a Call Queue Group

Once a Call Queue Group is established, and you have not selected to implement constant ringtone, the standard Horizon announcements will be implemented.

If you would like to upload your own custom announcements this can be actioned through editing the Call Queue Group and clicking on the announcement tab.

The screenshot shows the 'Edit CallQueueTest1' interface. At the top, there is a navigation bar with tabs: Account, Options, Users, Number, Announcements (highlighted with a red box), Call Recording, Voicemail, and Advanced Settings. Below the tabs, the 'Group Details' section contains fields for Name (CallQueueTest1), Username (CallQueueTest1), and a dropdown menu for @lab.engineering. The 'Caller ID' section contains fields for Calling ID First Name (CallQueueTest1) and Calling ID Last Name (CallQueueTest2). A 'Save' button with a checkmark is located at the bottom right.

Within here you can then enable or disable the announcements, as well as uploading the custom files for the various types of messages

The screenshot shows the 'Edit CallQueueTest1' interface with the 'Announcements' tab selected. A red box highlights a list of message types: Entrance Message, Comfort Message, and Music On Hold. The rest of the interface is partially visible, showing the same navigation tabs as the previous screenshot.

The screenshot shows the 'Entrance Message' settings section. On the left, a sidebar lists 'Entrance Message', 'Comfort Message', and 'Music On Hold', with 'Entrance Message' highlighted by a red box. The main content area has a section titled 'Entrance Message' with a toggle switch for 'Enable Entrance Message' set to 'on'. Below this is a section titled 'Entrance Message Settings' with a checkbox for 'Entrance message is mandatory when played'. Further down is a section titled 'Announcements' with radio buttons for 'Default' and 'Custom'. Below these are four rows for 'File 1', 'File 2', 'File 3', and 'File 4', each with a text input field, a 'Browse' button, and a question mark icon. A 'Save' button with a checkmark is at the bottom right.



**Entrance Message**  
**Comfort Message**  
**Music On Hold**

**Comfort Message**

on ☒ Enable Comfort Message

**Comfort Message Settings**

Time between messages: 10 seconds

**Announcements**

☒ Default  
☐ Custom

File 1   ?

File 2   ?

File 3   ?

File 4   ?

**Entrance Message**  
**Comfort Message**  
**Music On Hold**

**Music on Hold**

on ☒ Enable Music on Hold

**Announcements**

☒ Default  
☐ Custom

File 1   ?

File 2   ?

File 3   ?

File 4   ?

All messages uploaded will be played in sequence and looped for the length of time the user is on hold. Audio files must be uploaded in the following format:

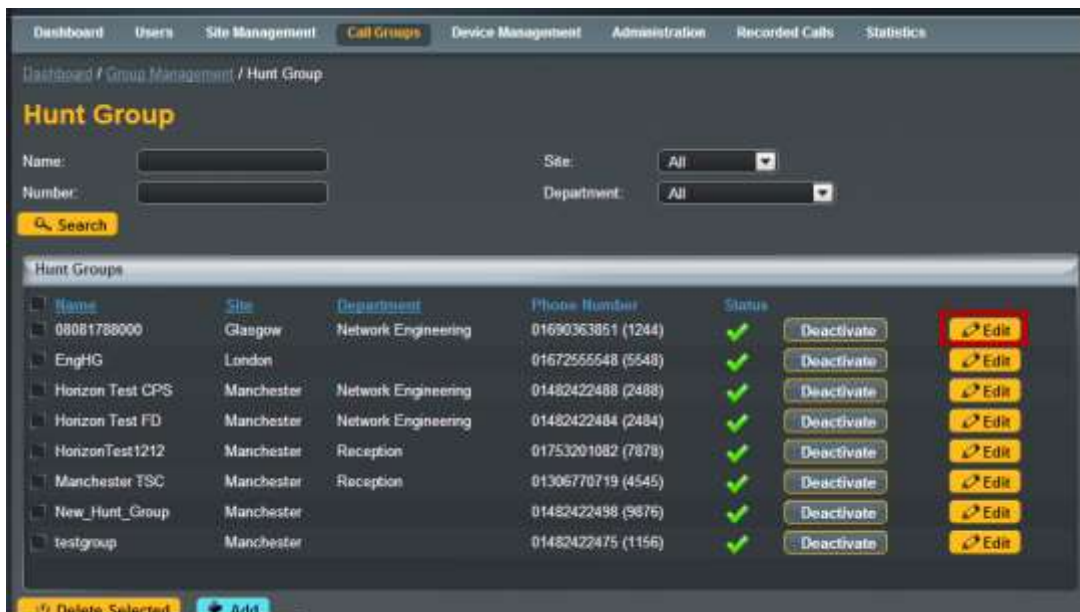
- .wav format
- Encoded with CCITT u-Law
- Formatted at 8.000 kHz, 8 Bit Mono, 7kb/sec

### Setup Voicemail for a Call Queue Group

From the Call Groups menu item, select Call Queue Groups.



Select the Call Queue Group that you want to set up Voicemail for and click "Edit".



Click on "Voicemail" from here you can edit the Settings, and if you want to enable voicemail.

The screenshot shows the 'Edit 08081788000' page in the Horizon Administrator. The top navigation bar includes links for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The breadcrumb trail is Dashboard / Group Management / Hunt Group / Edit Hunt Group. Below the title, there are tabs for Account, Options, Select Users, Assign Number, Call Recording, Voicemail (which is active), and Advanced Settings. The Voicemail section has a toggle switch set to 'on' with the label 'Enable Voicemail'. Below this is the 'Voicemail Settings' section, which includes an 'Announcement' area with two radio button options: 'Use Default with Personalised Name Audio' (selected) and 'Use My Audio file'. Each option has a 'Browse' button and a help icon. The 'Notification Settings' section has a checkbox for 'Notify Me at This Address' with an empty text field. The 'Voicemail Options' section has three checkboxes: 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked). At the bottom right, there are two buttons: 'Change Voicemail Passcode' and 'Save'.

## Alternative Number Presentation

There are three options for number presentation from Horizon:

- Presenting a number which has been assigned to the Company
- Presenting a number which has been assigned to the site
- Presenting any number that conforms to the regulations specified in Ofcom's General Conditions and these include 01, 02, 03, 07, 08 and +44 numbers

The maximum length of the alternative number is 19 digits and the minimum length allowed is 2 (i.e. just the prefix).

Please note that with a +44 prefix, only the following are allowed:

- +441
- +442
- +443
- +447
- +448

The following numbers are not allowed:

- 070, 076, +4470 and +4476
- 00 – international number
- 09 – premium rate numbers

In summary, Ofcom's General Conditions mean the number must be:

- A dial able number or
- A number that has been received from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3<sup>rd</sup> party, only used with the 3<sup>rd</sup> party's explicit permission
- It must not be a number that generates and excessive call charges (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service

For calls to the Emergency Services Operator, we will continue to pass through the Horizon site number allocated by the company administrator where the address information has been provided.

If alternative number presentation is required, we do need to receive a signed Number Presentation Statement confirming that the number complies with the Ofcom General Conditions.

### Implementation of Alternative Number Presentation

This functionality can be controlled at the user level, provided the company administrator has granted suitable permissions. This means, where users are working on specific marketing campaigns for example, they are in control of the number presented without the need to raise IT support requests.

From the administrator's view, a new field has been added under the DDI section under the existing presentation options.

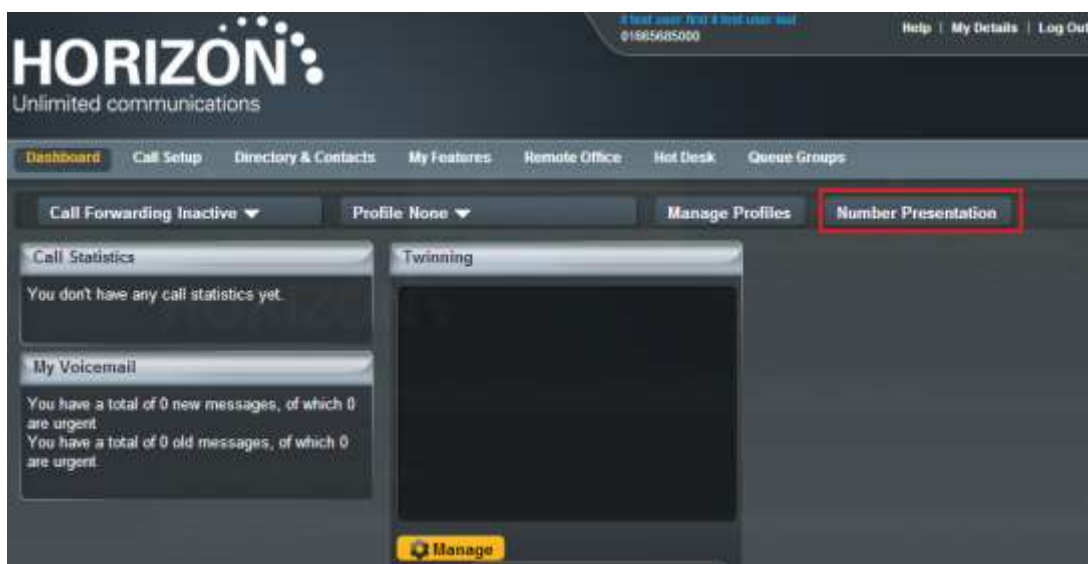
The screenshot displays the 'DDI' tab in the Horizon Administrator interface. At the top, a notification states 'The user was updated successfully'. Below this, the 'Find a Number' section shows the 'Current number' as 01643803656, with 'Change' and 'Remove' buttons. The 'Extension' field is set to 2222. The 'Caller ID Presented' section has a 'Same as user details' checkbox checked. The 'Caller ID Number Presented' section features an 'Override site call policy' checkbox (checked) and a 'Number to use for calling line identity' section with radio buttons for 'User phone number' and 'Site phone number'. The 'Number Presentation' section shows the status as 'Active' with a 'Deactivate' button and a 'Phone Number' field containing 07548452145. A 'Save' button is located at the bottom right.

Using this section, the new functionality can be activated, amended and then saved, or if required, deactivated so that the default site or company presentation is used.

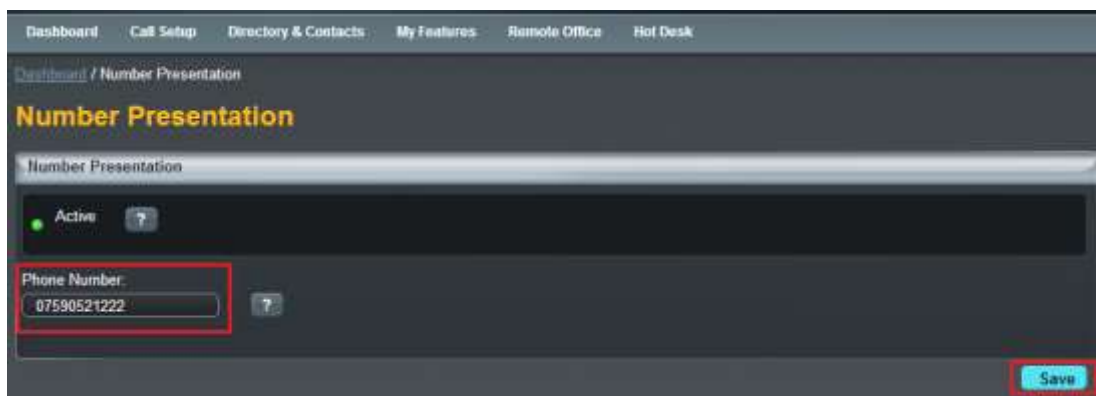
The administrator also has a new permissions option where they can grant the user the ability to control their own number presentation.



If this is selected a new button will appear on the dashboard of the user's access – as per below.



When clicked, the user can then access the screen to activate, and amend.



Please note that where the service is not active, the previous defaults of either a company or site CLI will be presented for outgoing call for this user.

## Device Customisation – setting up a user

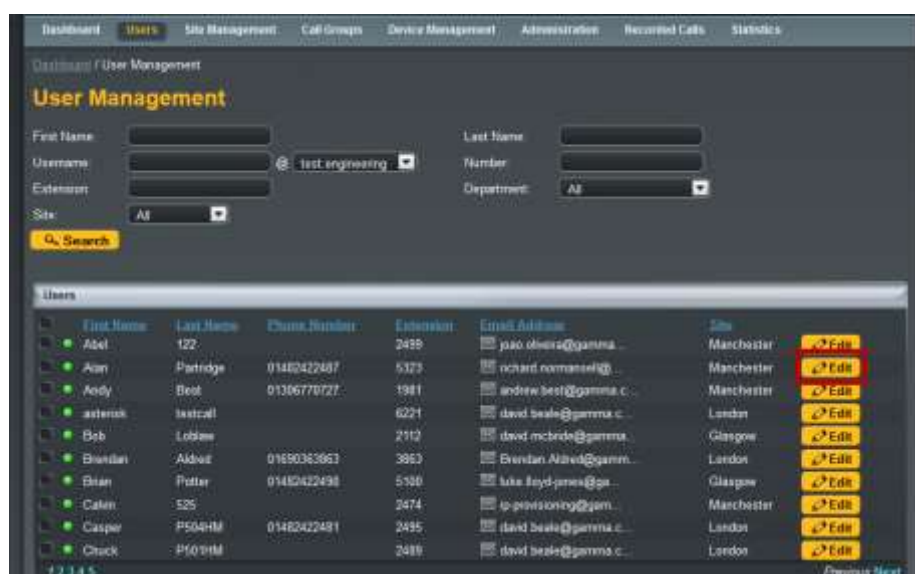
The handset customisation includes two key options for both handsets and expansion units:

- Assigning line or Busy Lamp Field (BLFs) keys
- Assigning soft keys to the device which are the action keys across the bottom of the screen

From the Users drop down in the menu, select "List Users".



Select the user you wish to give access to and click "Edit".

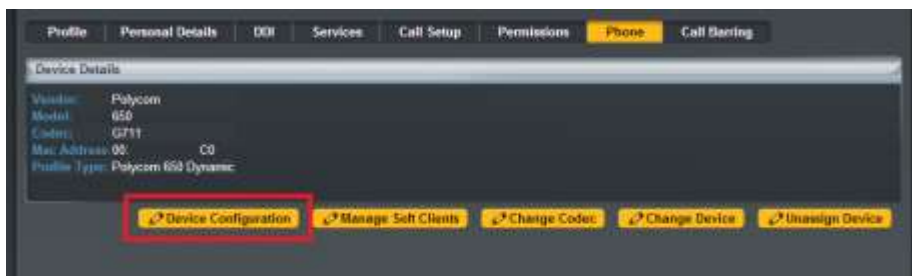


Click "Phone" to bring up the specific options for the User.





Click "Device Configuration" to access the options.



## Call Paging

Call Paging is a feature that allows a user to call numerous users all at the same time with one way audio (i.e. only the caller can speak). This only works if the user has an IP phone assigned to a user and not a soft client. Once a call is placed then all handsets set up to receive a call in the call paging group will be answered automatically on loud speaker

Please note that there is a limit of 100 users regardless of the size of the Horizon company so for example if a company had 20 users and had a page group which had 6 page groups nested within it and if all 20 users are added to these groups, it will not work as the cumulative number of users will go above 100.

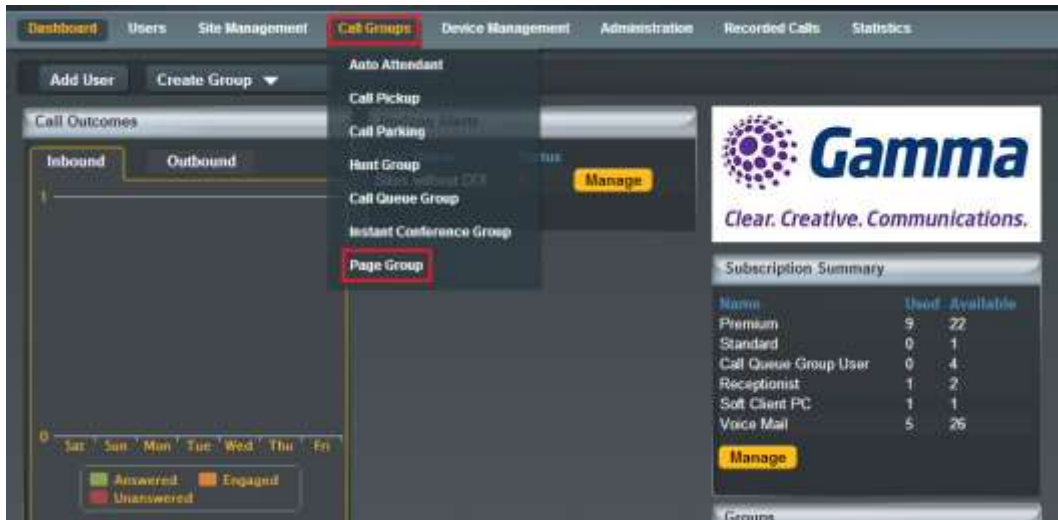
There is no site level limitation on users in a page group and any user in a company can belong to any page group.

**Before you start this process, you need to make sure that you have added the Call Paging subscription.**

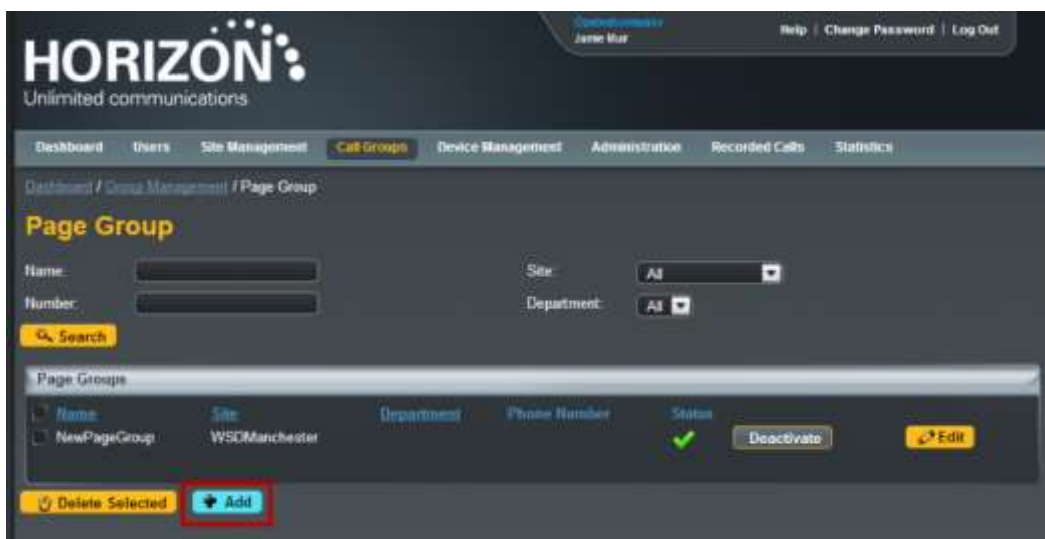
The basic process is:

- 1) Create and name a group
- 2) Define the users who can send call pages (sending users)
- 3) Define the will be receiving the call pages (receiving users)
- 4) Define the extension for the call group
- 5) Save the group

Under 'Call Groups' select Page Group



Click "+ Add"



Select the Site that you want the Call Paging group to be on, enter the name of the group and user name, and how you'd like it to appear on the screen of your Horizon device.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Page Group / **Create New Page Group**

### Create Page Group

Account Select Sending Users Select Receiving Users Assign Extension

Location

Site: testSubBug

Group Details

Name:

Department: Choose One

Username: @ matt.company

Caller ID

Calling ID First Name: Calling ID Last Name:

Cancel Continue

You can now select your "Sending users". These are your users that can make a call from this group to those "Receiving User" (see next step).

Add everyone that you want to be able to send a call page and then "+Add Selected" and once all users are in the right hand table you can click "Continue"

HORIZON: Unlimited communications

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Page Group / Create New Page Group

### Create Page Group

Account Select Sending Users Select Receiving Users Assign Extension

! Your new page group has been created successfully, you have 0 Page Group subscriptions remaining

Select Users

Search...

☒ James Muir

☐ Nick Lowe

☐ Ben Jaffreys

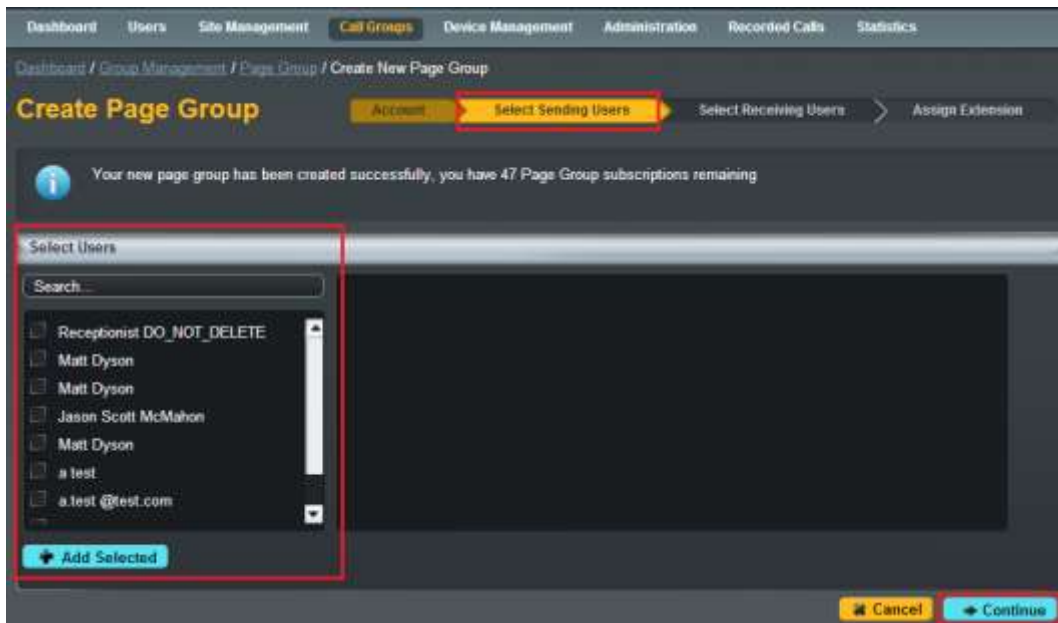
☐ Nigel Cannon

Rich James

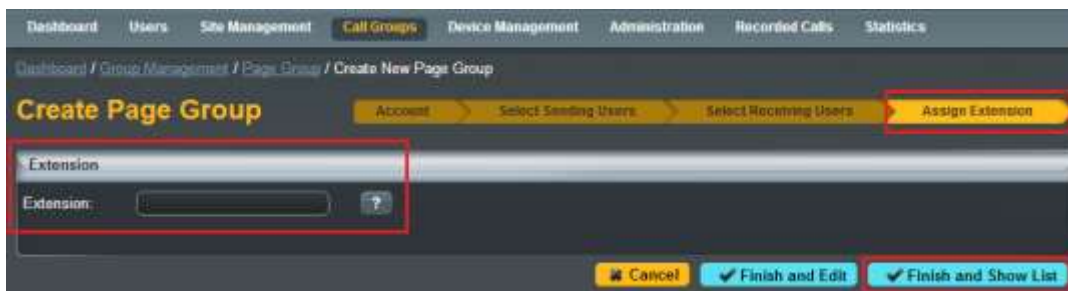
+ Add Selected

Cancel Continue

You can now select the "Receiving Users", these will be the people that get the call page when the call page extension is dialled



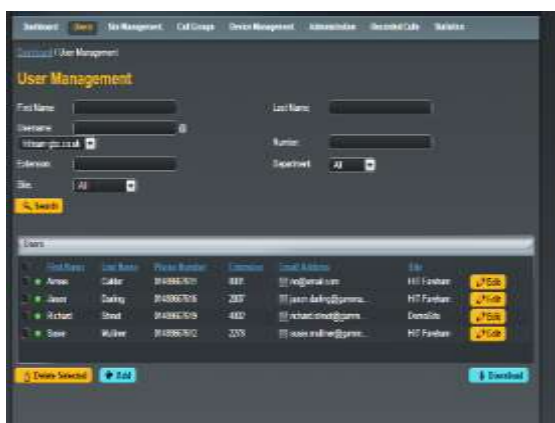
Now you should give the group a unique extension number so that when it is dialled by one of the "Sending Users" a call is initiated to all the "Receiving Users" in the group.



## Blacklist Numbers

It is only possible to blacklist a certain number at user level. It is not possible to set a blacklist at company or site level.

Go to the main dashboard and then select user management. Then click edit on the desired user.



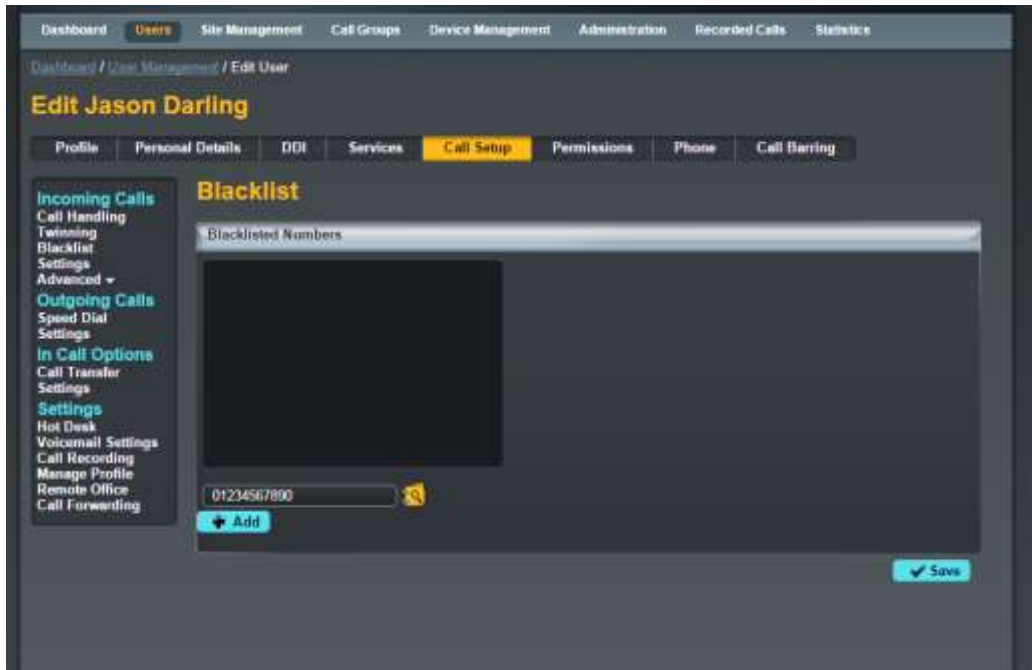
Then click call set up

The screenshot shows the 'Edit Jason Darling' user profile page. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The page title is 'Edit Jason Darling'. Below the title is a tabbed interface with 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup', 'Permissions', 'Phone', and 'Call Barring'. The 'Account Details' section contains fields for Title (Mr), First Name (Jason), Last Name (Darling), Username (jason.darling@hiteam-gbc.co.uk), Department (None), Mobile, and Email (jason.darling@gamma.co.uk). There is a 'WH2T' logo on the right. The 'Settings' section has a radio button for 'Enable Hot Desk ? Yes' and a 'No' option. At the bottom are buttons for 'Change Site', 'Reset Password', 'Reset Passcode', and 'Save'.

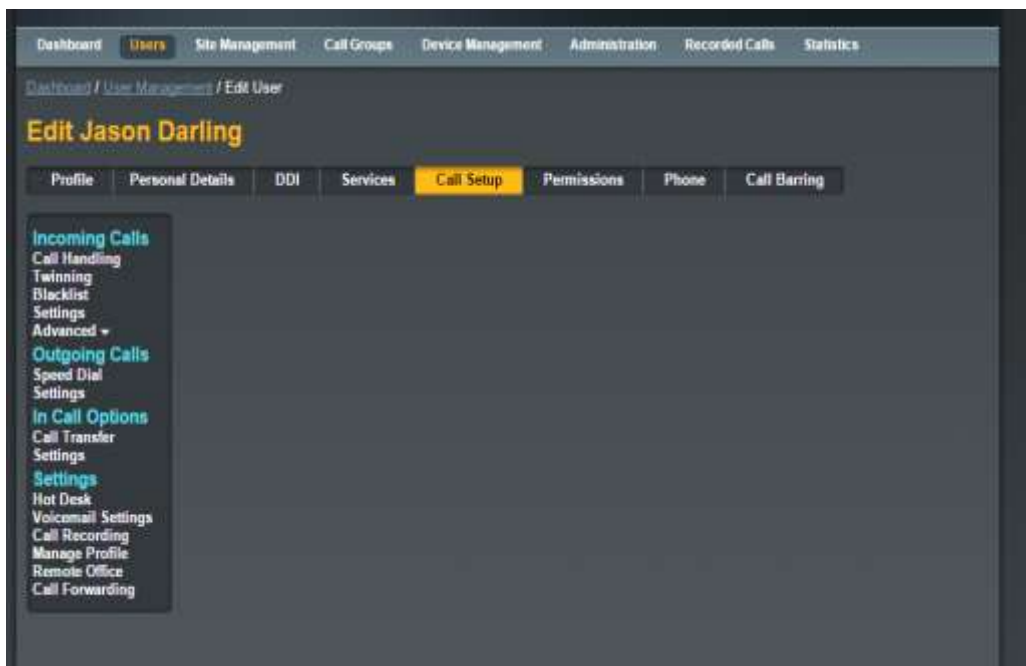
Select Blacklist from list on the left

The screenshot shows the 'Edit Jason Darling' user profile page with the 'Call Setup' tab selected. The left sidebar contains a list of settings: 'Incoming Calls' (Call Handling, Twinning, Blacklist, Settings, Advanced), 'Outgoing Calls' (Speed Dial, Settings), 'In Call Options' (Call Transfer, Settings), and 'Settings' (Hot Desk, Voicemail Settings, Call Recording, Manage Profile, Remote Office, Call Forwarding). The 'Blacklist' option is highlighted under 'Incoming Calls'.

Enter the number to be blacklisted in the field and select add and then save

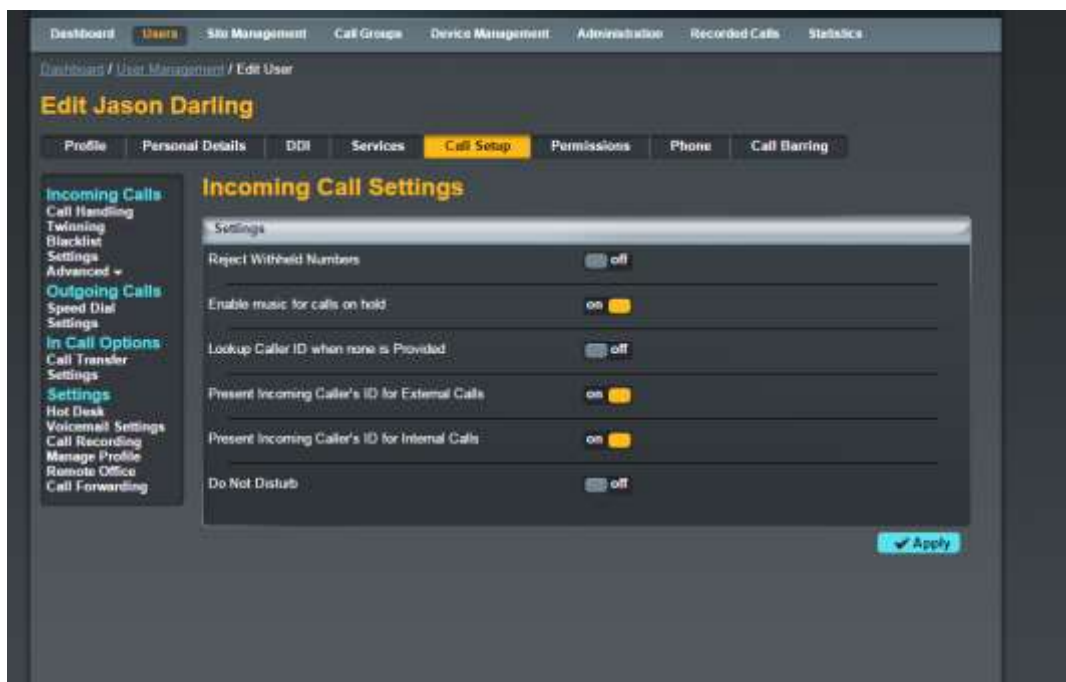


If you want to reject calls that have the DDI withheld, select Settings



Then enable the 'Reject withheld' numbers option and click Apply





## Receptionist Soft Client

The receptionist soft client will help you to manage incoming calls over a single or multiple sites. It provides the ability to:

- Monitor incoming calls to key numbers over all Horizon sites
- Monitor fixed or dynamic users over all Horizon sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

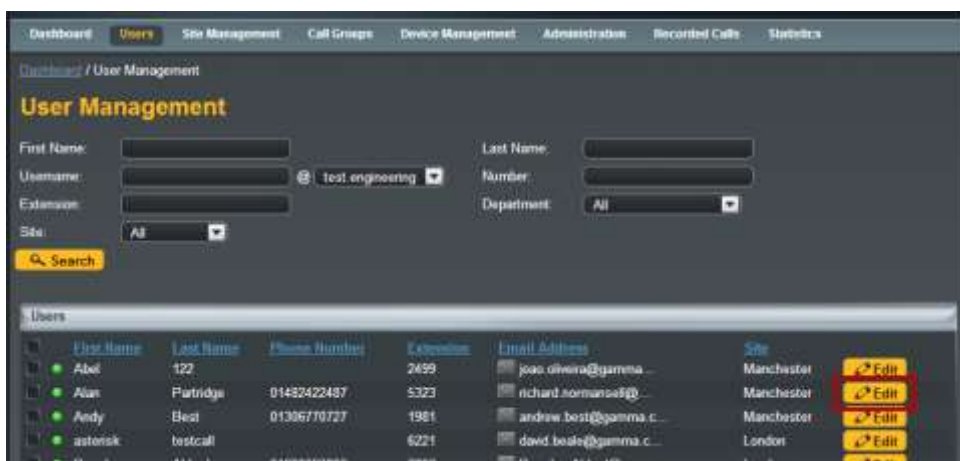
Please note there is a separate Receptionist soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions to assign the bolt-on and reset the user's password.

### Assign the Receptionist Soft Client bolt-on to a user

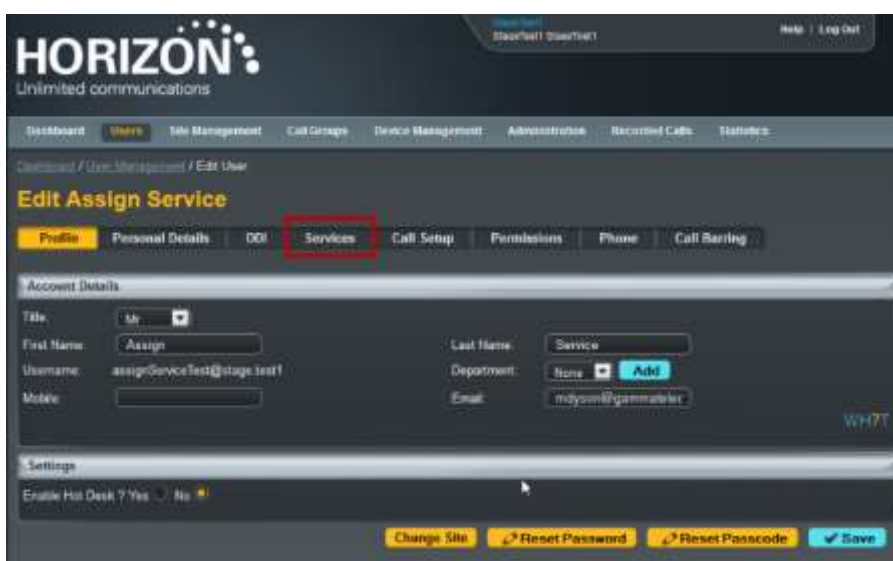
Click "Users" and then "List Users".



Select the user which you wish to add or remove the receptionist soft client bolt-on for and click the "Edit" button.

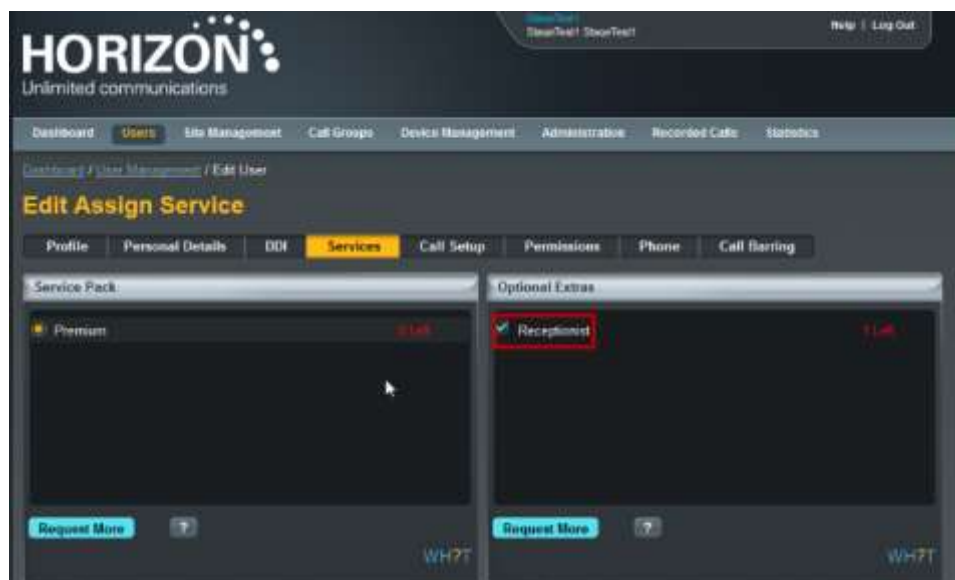


Click the "Services" link.



In the Optional Extras table you'll see 'Receptionist'. If this is not appearing, then you should request more bolt-ons by clicking on the 'request more' link.

Once you've ticked the Receptionist option then click "Save". This then assigns the Receptionist bolt on to that user.



The user is sent an email with their logon details including the password. Unfortunately the password cannot be changed but it can be saved once the user logs onto the soft client.

### Reset Receptionist Password

Click "Users" and then "List Users".



Select the user which you wish to reset the password for and click the "Edit" button.

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management

### User Management

First Name:  Last Name:

Username:  @ test-engineering Number:

Extension:  Department: All

Site: All

[Search](#)

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Abel	122		2499	jao.dvira@gamma	Manchester	<a href="#">Edit</a>
Alan	Partridge	01482422487	5323	richard.nonsensal@	Manchester	<a href="#">Edit</a>
Andy	Best	01306770727	1981	andrew.best@gamma.c	Manchester	<a href="#">Edit</a>
asteriak	testcall		6221	david.beale@gamma.c	London	<a href="#">Edit</a>
Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm	London	<a href="#">Edit</a>
Brian	Potter	01482422490	5100	luke.foyd-jones@gg	Glasgow	<a href="#">Edit</a>
Calen	525		2474	jao.dvira@gamma	Manchester	<a href="#">Edit</a>

On the "Profile" page click "Reset Receptionist Password".

### Edit Assign Service

**Profile** | Personal Details | DOI | Services | Call Setup | Permissions | Phone | Call Barring

Account Details

Title:  Mr

First Name:  Assign

Last Name:  Service

Username: assignServiceTest@stage test1

Department:  None [Add](#)

Mobile:

Email: mdyson@gammatelec

Settings

Enable Hot Desk ? Yes ☐ No ☒

[Change Site](#) [Reset Password](#) [Reset Passcode](#) [Reset Receptionist Password](#) [Save](#)

## Managing the favourites or "fixed" contacts

Within the contact section on the Receptionist soft client, there is a "Favourites" tab which allows you to have up to 200 fixed contacts that will always be visible without the need to dynamic monitor them via the address book.

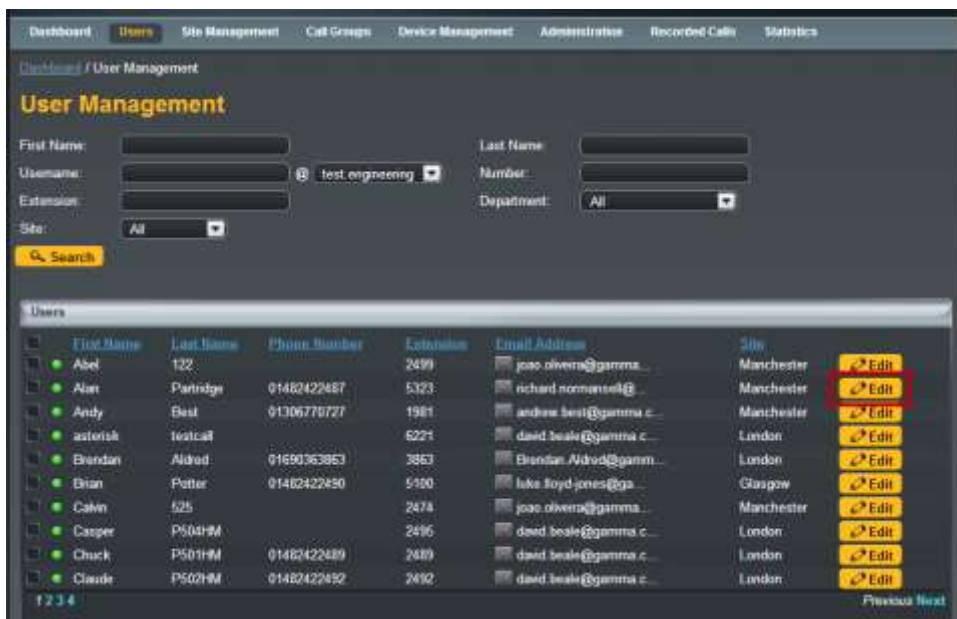
### Contacts

[Search](#) [Favorites](#) [Corporate Dire...](#) [Company Dire...](#) [Personal Direc...](#) [Speed Dial](#) [Queues](#)

To manage this list, Click "Users" and then "List Users".



Select the user which you wish to reset the password for and click the "Edit" button.



Click "Call Setup" from the menu bar.

**HORIZON**  
Unlimited communications

Opelsting,ad1  
Jama Muir

Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Richard James

Profile Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

Account Details

Title:

First Name:

Last Name:

Username:

Department:

Mobile:

Email:

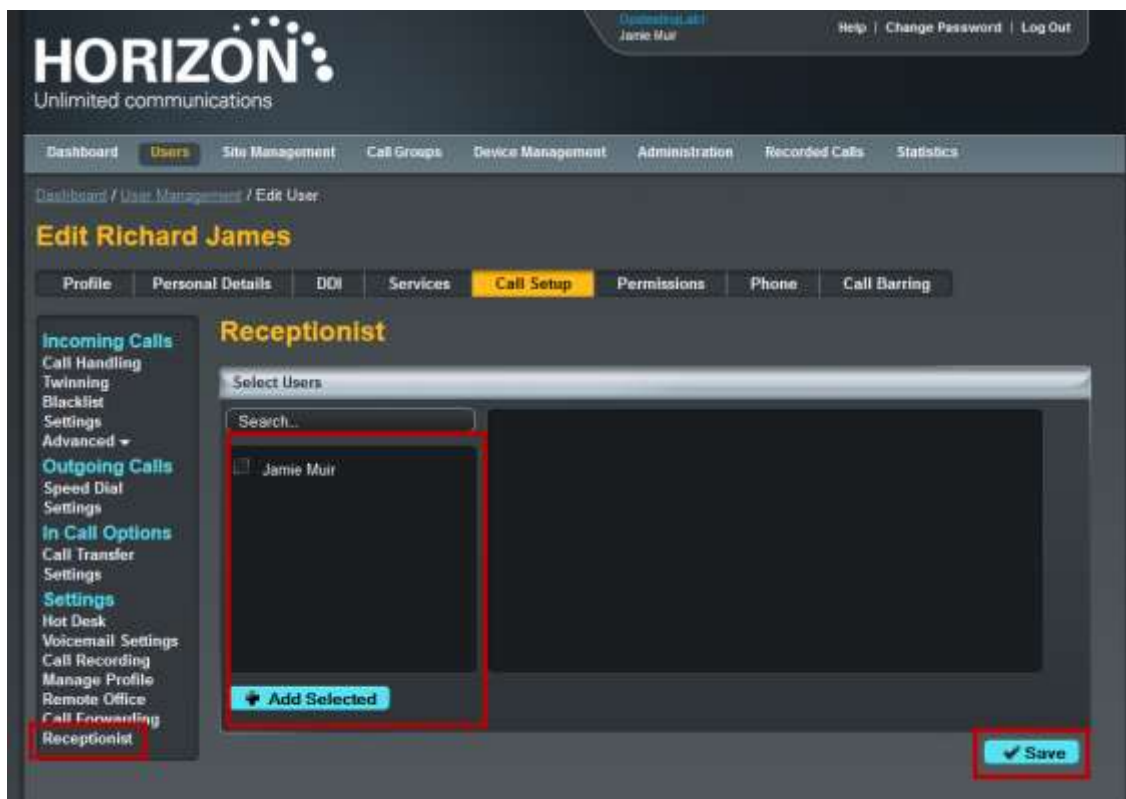
Settings

Enable Hot Desk ? Yes ☐ No ☒

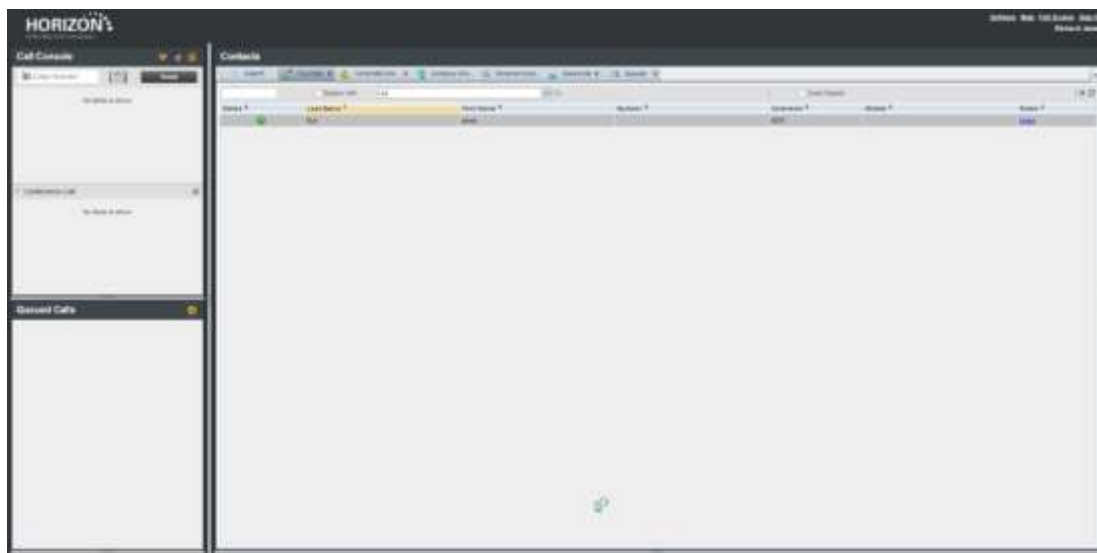
Select "Receptionist" from the "Settings" menu. This will then present you with a list of users on the left hand side which you can add as a favourite. This is done by selecting the tick box and of all the users you want to add and then click "Add Selected". This will move the user over to the right side.

Click "Save".





Log into your Receptionist soft client and your new favourites will be showing under the favourites tab.



## Desktop Soft Client

The desktop client allows the user to make and receive calls from their PC (using an appropriate headset), as well as quickly accessing key settings for their Horizon service. This is an ideal bolt-on for users who often work remotely from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

In addition, the desktop soft client also provides presence and instant messaging between users who also have the desktop soft client (or mobile soft client).

The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- Horizon company directory (with Click to Call from soft client or desk phone)
- Call history (with Click to Call from soft client or desk phone)
- Desktop dialler
- Settings management
  - Twinning
  - Remote office
  - Forward calls
  - DND
  - Withhold my number

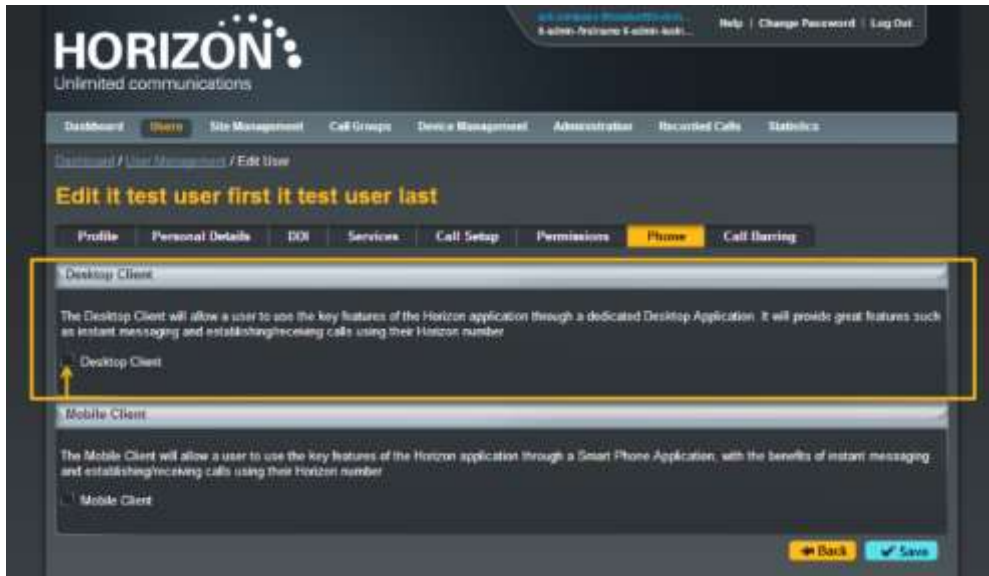
Please note there is a separate desktop soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Desktop Soft Client bolt-on to a user

In the 'Phone' tab, select the 'Manage Soft Clients' button.



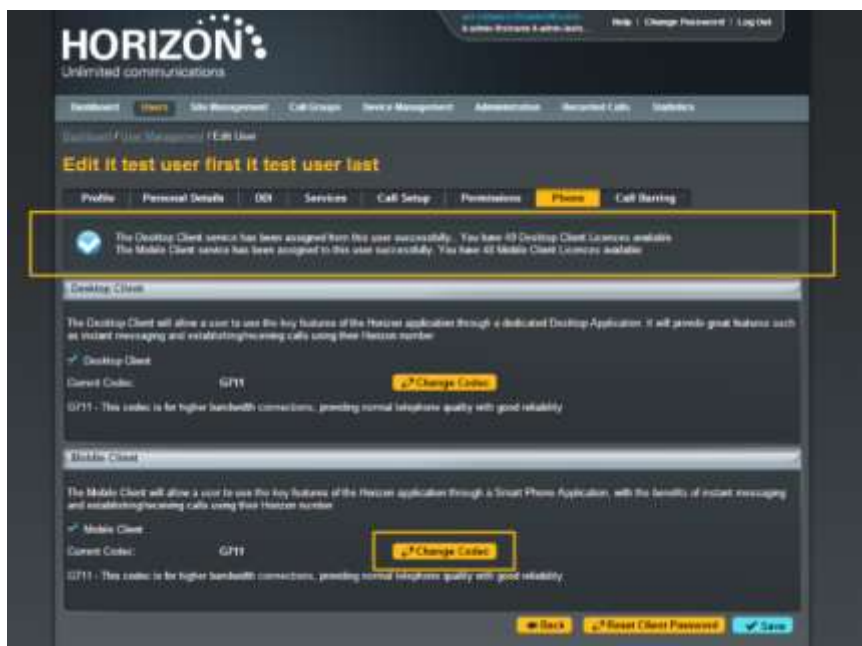
Tick the 'Desktop Client' check box to assign the user the desktop soft client.



Select the appropriate Codec from the drop-down list.



You can now change the Codec, if you wish, or save to confirm. You will see a confirmation notice which also advises how many bolt on licenses you have remaining.



**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.

## Mobile Soft Client

The mobile soft client app allows a user to make and receive calls on a mobile device, as well as accessing key settings for their service. It provides all the same functionality as the desktop soft client above, with the exception of Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

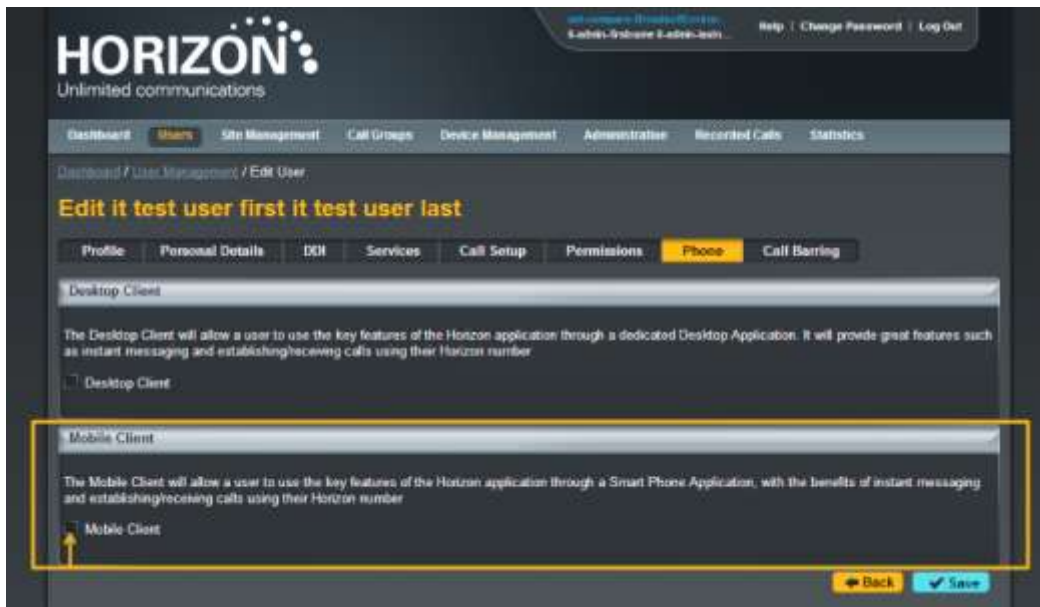
Please note there is a separate mobile soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Mobile Soft Client bolt-on to a user

In the 'Phone' tab, select the 'Manage Soft Clients' button.



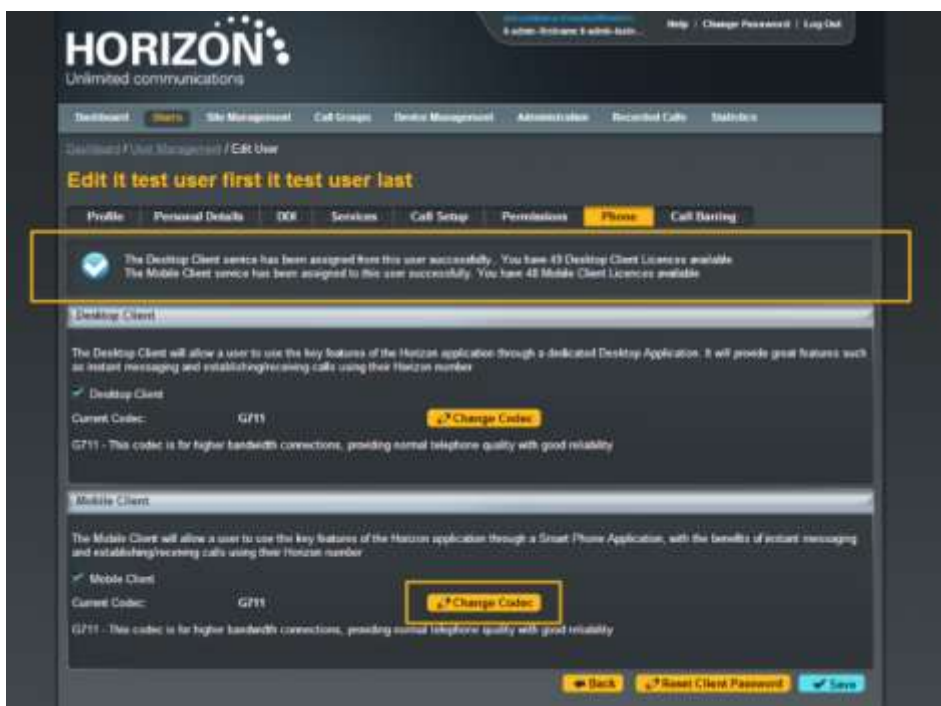
Tick the 'Mobile Client' check box to assign the user the Mobile Client.



Select the appropriate Codec from the drop-down list



You can now change the Codec, if you wish, or save to confirm. You will see a confirmation notice which also advises how many bolt on licenses you have remaining.



## Integrator Soft Client

Integrator is a powerful desktop soft client that allows a user to control their Horizon service from their desktop without having to log into their Horizon portal or navigate through phone menus. In addition, the software integrates with a user's Microsoft Outlook programme making contacts easily accessible and drillable from Outlook and the



desktop. This provides any business user with significant productivity gains with finding and dialling contacts made quick and easy using the click to dial functionality from the desktop.

Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive. Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues definable by each user. Furthermore, for those businesses who use Microsoft Lync®, they will enjoy the benefit provided by the integration of Horizon's phone status with a user's Lync status (on a call or Do Not Disturb).

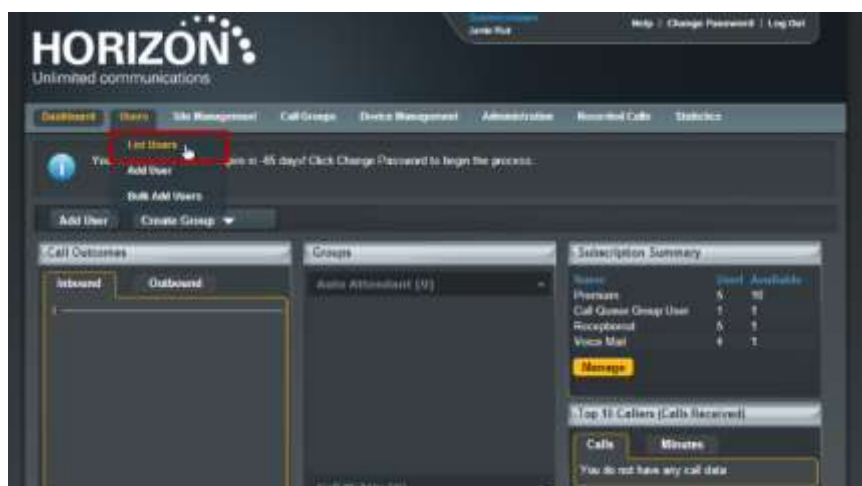
Key features provided are:

- Click to Dial from Outlook ®
- Screen popping from Outlook ® contacts and Horizon Company Directory
- Desktop Address with Click to Dial (searches Horizon Company Directory and Outlook Contacts)
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop contacts search with Click to Dial
- Desktop call history
- Desktop feature control – Do Not Disturb and Forward All Calls
- Telephony Presence (with Click to Dial)
- Desktop Recent Call Search
- Integration with MS Lync ® status (on a call or DND)

Please note there is a separate Integrator soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Integrator Soft Client bolt-on to a user

The Integrator soft client can be selected from the Users section on the Horizon Administrator portal.



You can allocate the soft client to specific user accounts using 'Edit End User Permissions'. Select "Edit" on the user you want to use Integrator.

**HORIZON**  
Unlimited communications

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management

### User Management

First Name:  Last Name:   
 Username:  @  ☐ ☐  
 Extension:  Number:   
 Site:  Department:  ☐

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Ben	Jellings		0004	Ben.Jellings@gamma...	WSDManchester	<input type="button" value="Edit"/>
James	Mur		0001	James.Mur@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nick	Low		0003	Nick.Low@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nigel	Cannon	01424230611	0001	Nigel.Cannon@gamma...	WSDManchester	<input type="button" value="Edit"/>
Rich	James		0002	Richard.James@gamma...	WSDManchester	<input type="button" value="Edit"/>

Select "Permissions"

**HORIZON**  
Unlimited communications

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management / Edit User

### Edit Rich James

Profile | Personal Details | DID | Services | Call Setup | **Permissions** | Phone | Call Barring

Access and Permissions

This User can enable Always Forward To: <input type="checkbox"/>	This User can use Advanced Call Setup: <input type="checkbox"/>	This User can use QJ presentation: <input type="checkbox"/>
This User can use Profiles: <input type="checkbox"/>	This User can use Remote Office: <input type="checkbox"/>	This User can use Integrator: <input type="checkbox"/>

WH???

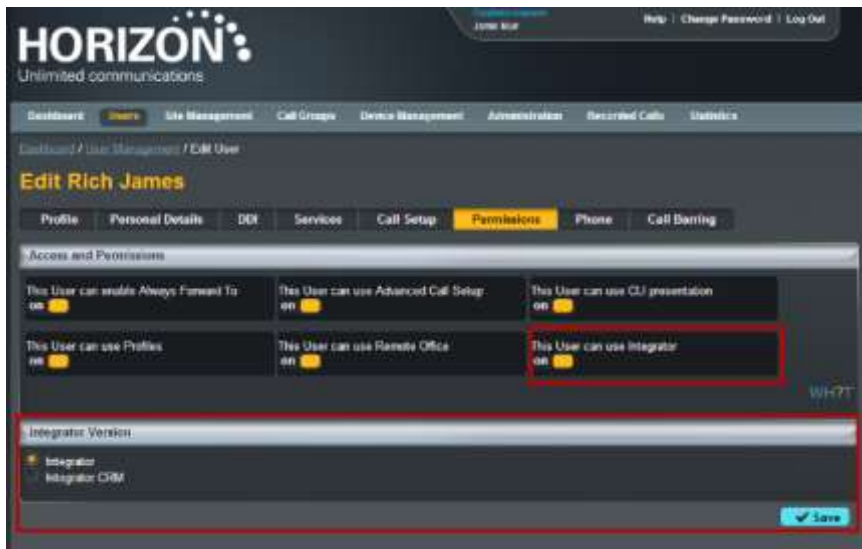
Integrator Version

- Integrator
- Integrator CRM

Click on the switch that corresponds to "This User can use Integrator". This will then load up an "Integrator Version" table at the bottom of the page. Select the version of Integrator that you wish.

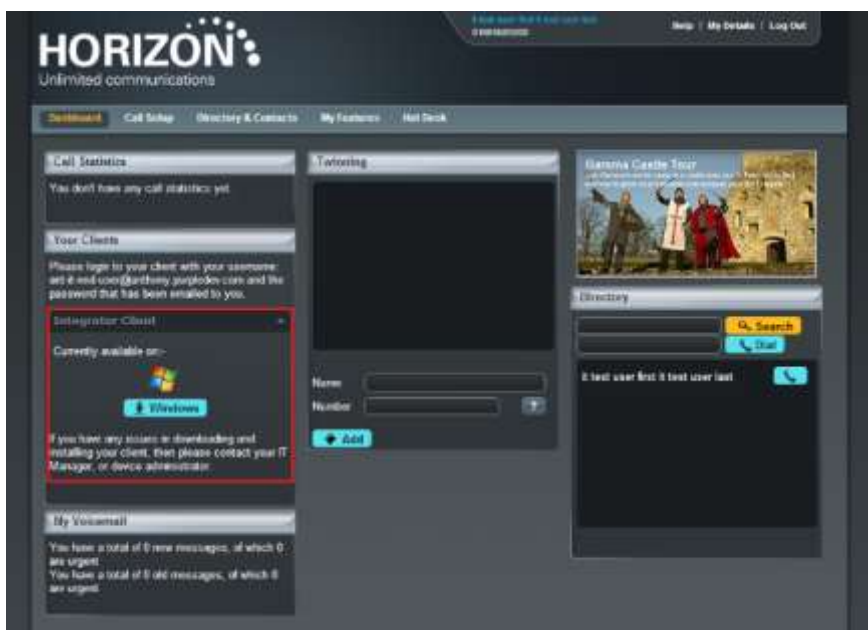
Both versions will appear here, but will be greyed out if you've not selected it at Company level

Click Save.



Once the user has been allocated the feature by the administrator, they will be sent an email / emails from the Horizon system. The confirmation email will contain a link that the user needs to follow in order to download the client locally.

Alternatively, the user can access the download link from the end user Horizon portal.



Once downloaded the user should follow the on screen instructions provided by the executable file. Further information is available in the Integrator User Guide.

**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.

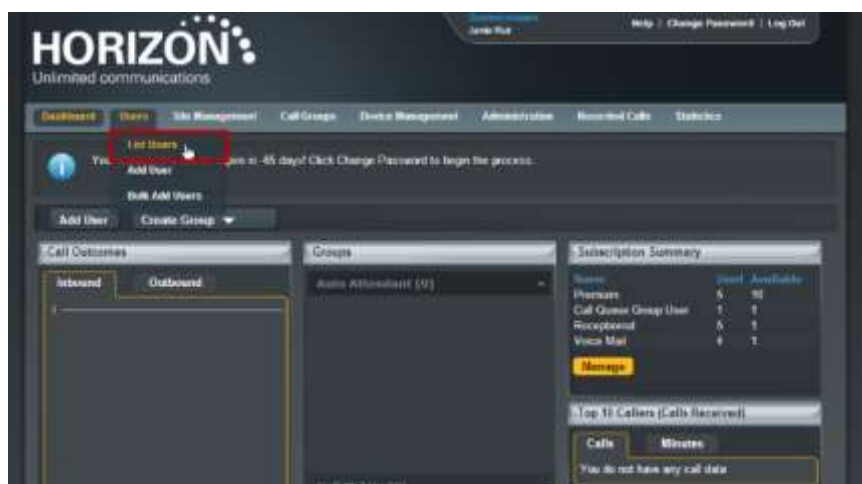
## Integrator CRM Soft Client

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top Customer Relationship Management (CRM) systems in the UK market today. The additional CRM functionality provides screen popping and Click to Dial from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

Please note there is a separate Integrator soft client user guide which details how to use the soft client functionality and should be read in conjunction with this administrator user guide. The information below details the administrator functions applicable for this soft client.

### Assign the Integrator CRM Soft Client bolt-on to a user

The Integrator CRM soft client can be selected from the Users section on the Horizon Administrator portal.



You can allocate the soft client to specific user accounts using 'Edit End User Permissions'. Select "Edit" on the user you want to use Integrator.

**HORIZON**  
Unlimited communications

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management

### User Management

First Name:  Last Name:   
 Username:  @  Number:   
 Extension:  Department:   
 Site:

First Name	Last Name	Phone Number	Extension	Email Address	Site	
Ben	Jellings		0004	Ben.Jellings@gamma...	WSDManchester	<input type="button" value="Edit"/>
James	Mur		0001	James.Mur@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nick	Low		0003	Nick.Low@gamma.co...	WSDManchester	<input type="button" value="Edit"/>
Nigel	Cannon	01424230611	0001	Nigel.Cannon@gamma...	WSDManchester	<input type="button" value="Edit"/>
Rich	James		0002	Richard.James@gamma...	WSDManchester	<input type="button" value="Edit"/>

Select "Permissions"

**HORIZON**  
Unlimited communications

Dashboard | **Users** | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management / Edit User

### Edit Rich James

Profile | Personal Details | DDI | Services | Call Setup | **Permissions** | Phone | Call Barring

Access and Permissions

This User can enable Always Forward To: <input checked="" type="checkbox"/>	This User can use Advanced Call Setup: <input checked="" type="checkbox"/>	This User can use QJ presentation: <input checked="" type="checkbox"/>
This User can use Profiles: <input checked="" type="checkbox"/>	This User can use Remote Office: <input checked="" type="checkbox"/>	This User can use Integrator: <input checked="" type="checkbox"/>

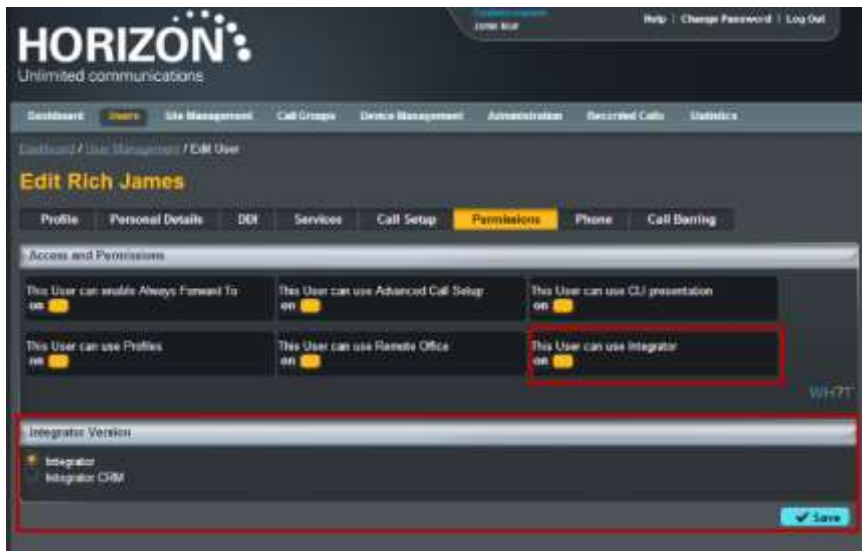
Integrator Version

- Integrator
- ☒ Integrator CRM

Click on the switch that corresponds to "This User can use Integrator". This will then load up an "Integrator Version" table at the bottom of the page. Select the version of Integrator that you wish.

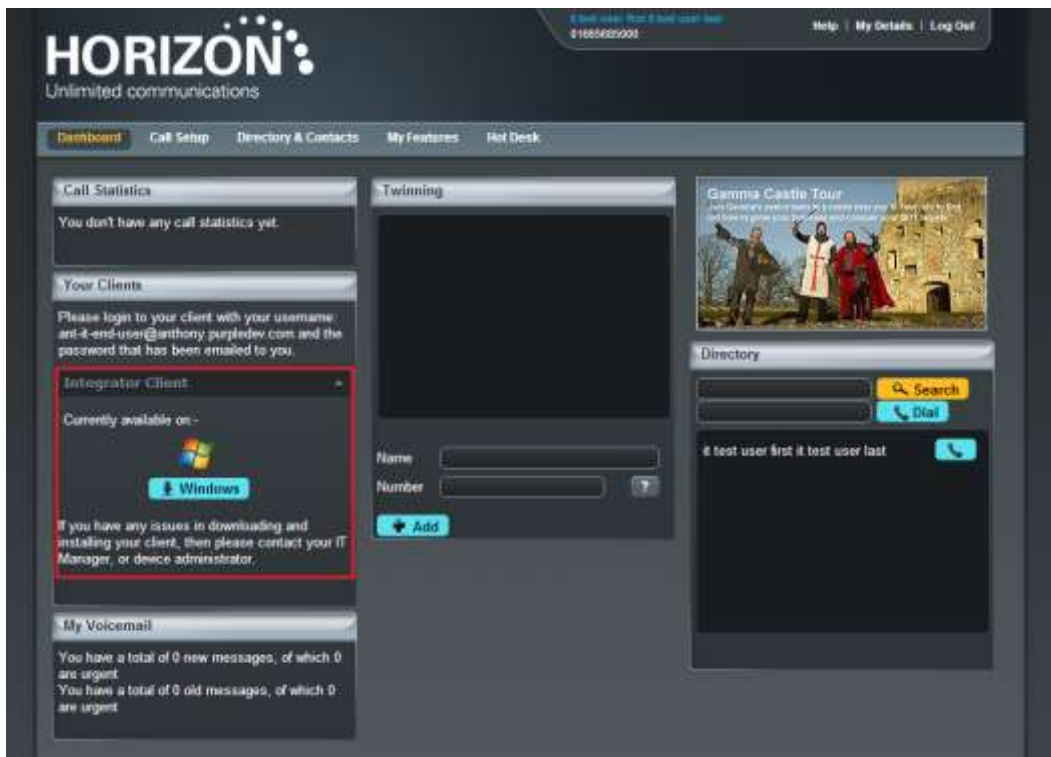
Both versions will appear here, but will be greyed out if you've not selected it at Company level

Click Save.




Once the user has been allocated the feature by the administrator, they will be sent an email / emails from the Horizon system. The confirmation email will contain a link that the user needs to follow in order to download the client locally.

Alternatively, the user can access the download link from the end user Horizon portal.



Once downloaded the user should follow the on screen instructions provided by the executable file. Further information is available in the Integrator User Guide.





**Please note:** A local install will require admin rights on the relevant machine for the initial installation of an executable file (.exe). Users must check with their network administrators before installing the software, as some users may not be able to run .exe files.

The client can be also deployed using Microsoft Group Policy Management Tool.

## Soft Clients Passwords

A single password (**that is separate to a user's Horizon portal password**) is generated per user by the system for use with ALL software clients (Integrator, Integrator CRM, Desktop soft client and the mobile soft client). If a user is using more than one client (Integrator and the mobile soft client, for example) then only the assignment of the first client will result in a password being generated; this will be received before a confirmation email with download instructions. For all subsequent clients, only the confirmation email will be sent.

## Using 3G and 4G networks with Soft Clients

**Please carefully consider the following advice on the use of mobile and desktop clients:**

We cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

Before you report a call quality or availability issue on a desktop or mobile client, please ensure you have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by your mobile operator or be counted against your monthly data allowance.

The amount of data transferred during a call will be dependent on codec used:


Codec	Duration of call		
	5 min	10 min	30 min
<b>G711</b>	4.1 MB	8.3 MB	24.8 MB
<b>G729</b>	1.5 MB	3 MB	9 MB

## Using Wi-Fi Networks with Soft Clients

**Please carefully consider the following advice on the use of desktop and mobile clients:**

We cannot guarantee the call quality when Horizon calls are made over Wi-Fi, owing to limitations of Wi-Fi as a transport mechanism for VoIP packets. We also expect the quality of Wi-Fi connections to vary (office Wi-Fi, home Wi-Fi and public Wi-Fi hotspots).

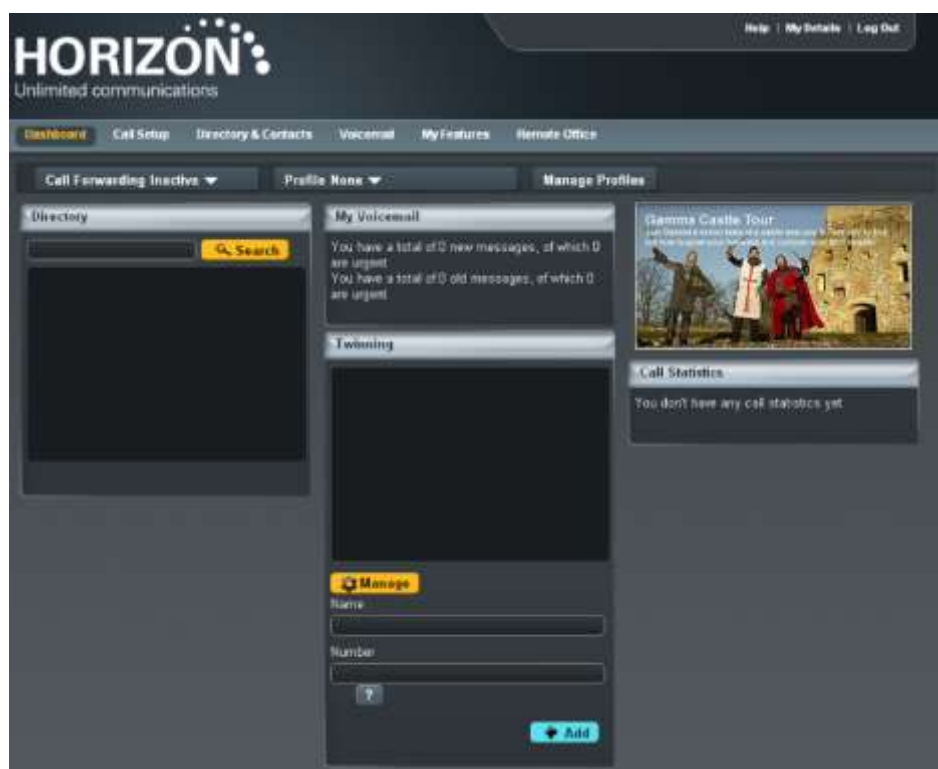
You need to consider how Horizon is used over Wi-Fi and your user expectations must be set accordingly.

- 
- For office Wi-Fi, although this should be business grade, we do not recommend that Wi-Fi is the only way to access the Horizon platform; a wired service should always be available.
  - We expect home Wi-Fi to perform reasonably well but this will depend on other applications being used at the same time.
  - Public Wi-Fi will vary a great deal and will dependant on the number of users using the serving access point and subsequent bandwidth contention.

## End User Features

This section details the features that an end user would have available to them if the administrator has given them permissions to view advanced options. If that feature is turned off then they will only be able to change call handling via the user's login, but will still be able to change all of these features via an administrative login.

This is the homepage for end users; this is where they are able to set up all the settings they would like. From here you can go into call setup, to configure and activate different features, and you are also able to create your own directory. The home page gives you a few quick options that you can perform.



## Call Forward

The Call Forwarding feature allows you to forward incoming calls to a number of your choice, or to a voicemail message box. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or simply pressing a key on the phone. If activated a user must specify the forwarding number.

Call forwarding can only be set up by the Administrator.

Short codes:

*52*	Anonymous Call Rejection (ACR)	*53*	Call Waiting
*77	Anonymous Call Rejection Activation	*43	Call Waiting Persistent Activation
*87	Anonymous Call Rejection Deactivation	#43	Call Waiting Persistent Deactivation

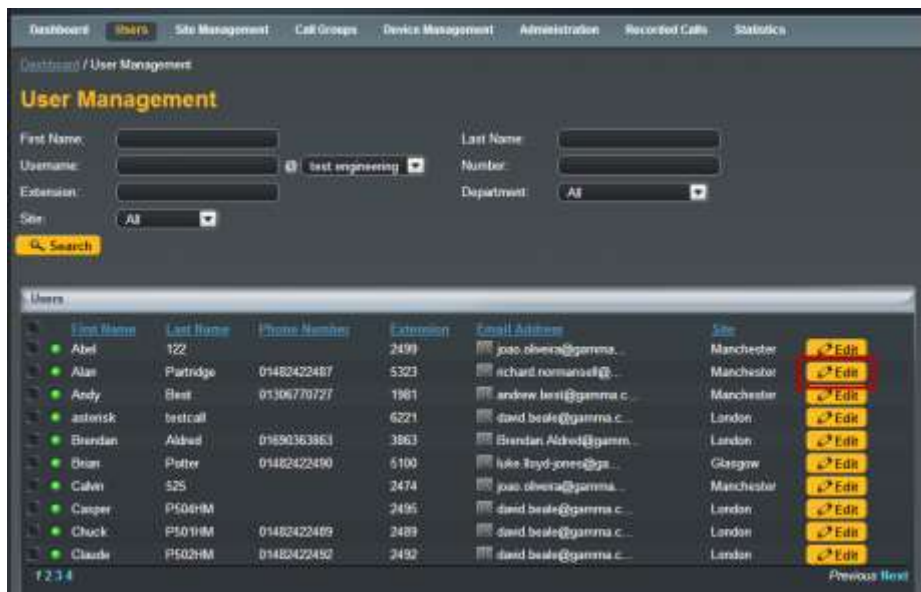
#8	Automatic Call Back Deactivation	*54*	Calling Line ID Delivery Blocking
#9	Automatic Call Back Menu Access	*67	Calling Line ID Delivery Blocking per Call
*72	Call Forwarding Always Activation	*31	Calling Line ID Delivery Blocking Persistent Activation
*73	Call Forwarding Always Deactivation	#31	Calling Line ID Delivery Blocking Persistent Deactivation
*21*	Call Forwarding Always Interrogation	*65	Calling Line ID Delivery Per Call
*21	Call Forwarding Always to Voicemail Activation	*70	Cancel Call Waiting
#21	Call Forwarding Always to Voicemail Deactivation	*99	Clear Voice Message Waiting Indicator
*90	Call Forwarding Busy Activation	*57	Customer Originated Trace
*91	Call Forwarding Busy Deactivation	*55	Direct Voicemail Transfer
*67*	Call Forwarding Busy Interrogation	*97	Directed Call Pickup
*40	Call Forwarding Busy to Voicemail Activation	*80	Diversion Inhibitor
#40	Call Forwarding Busy to Voicemail Deactivation	*78	Do Not Disturb Activation
*92	Call Forwarding No Answer Activation	*79	Do Not Disturb Deactivation
*93	Call Forwarding No Answer Deactivation	#58	Group Call Park
*61*	Call Forwarding No Answer Interrogation	*66	Last Number Redial
*41	Call Forwarding No Answer to Voicemail Activation	*12	Location Control Activation
#41	Call Forwarding No Answer to Voicemail Deactivation	*13	Location Control Deactivation
*94	Call Forwarding Not Reachable Activation	*60	Music On Hold Per Call Deactivation
*95	Call Forwarding Not Reachable Deactivation	*610	No Answer Timer
*63*	Call Forwarding Not Reachable Interrogation	*71	Per Call Account Code
*88	Call Park Retrieve	*51	Selective Call Rejection (Blacklist)
*68	Call Park	*75	Speed Dial 100
*98	Call Pickup	*74	Speed Dial 8
*11	Call Retrieve	*62	Voicemail Portal Access
#92#	Call Return from Number Deletion	*86	Voicemail Retrieval
*69	Call Return Number Deletion		

## Set up Call Forwarding via the GUI

Click "Users" and then "List Users"



Select the user which you wish to apply the Call Forwarding feature to and click the "Edit" button.



Click the "Call Setup" link.

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Call Barring

Account Details

Title: Mr.

First Name:  Last Name:

Username: alan\_partridge@test.engineering Department:

Mobile:  Email:

Settings

Enable Hot Desk? Yes ☐ No ☒

Select "Call Handling" and within the Incoming Calls menu.

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

Profile | Personal Details | DDI | Services | **Call Setup** | Permissions | Phone | Call Barring

**Incoming Calls**

- Call Handling**
- Twining
- Blacklist
- Settings
- Advanced +

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

**Settings**

- Hot Desk
- Voicemail Settings
- Call Recording

From the Call Handling menu, you can edit the Call Forwarding features. These are:

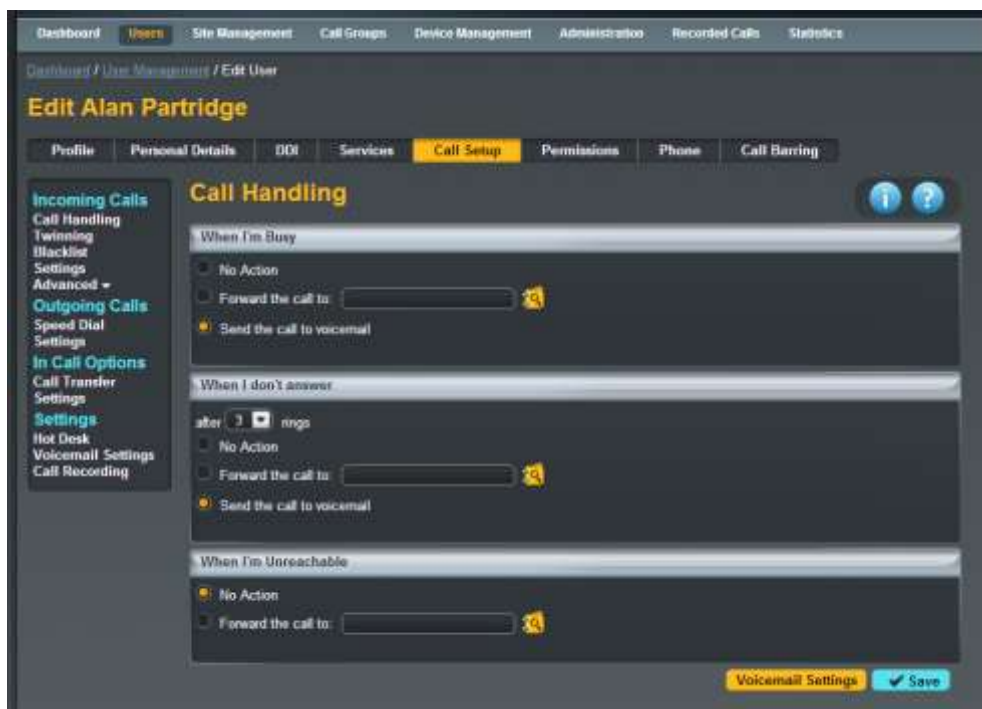
**When I'm Busy** - you can forward calls to voicemail or a specific number when you are on another call.

**When I Don't Answer** - you can forward calls to voicemail or a specific number when you don't answer after a certain amount of rings.

**When I'm Unreachable** - you can forward calls to a specific number (not voicemail) when your handset is not registered or powered on (e.g. If your internet access is down, incoming calls would go to this number).

Click "Apply" when you are happy with your changes.





## Profiles

Profiles allow you to pre-configure settings of different way of dealing with incoming calls. You are able to set up to four different profiles depending on the type of situation.

- Available In Office
  - This profile is for users working from their desks where their devices are located. The users are able to redirect incoming calls to voice mail when they are busy, or unable to answer the call. Alternatively, users can choose to have their calls redirected to a selected phone number or URL (for example, to an Auto Attendant)
- Available - Out of office
  - This profile is for users working away from their desks for an extended period of time. In this case, users are interested in getting all of their calls sent to their temporary locations.
- Busy
  - This profile is for users who are temporarily unavailable to take calls, for instance when they are in a meeting. In this context, users are interested in screening their calls so only the most important ones come through. Hence, the busy profile allows the users to select up to three parties for which calls are allowed to come through.
- Unavailable
  - This profile is to be used outside of business hours, or while users are on vacation or holidays. In this case, users are interested in sending all of their calls directly to voice mail or to a specified phone number and provide callers with a distinctive greeting, informing them of their unavailability, or regular business hours.

Each profile includes preferences for managing the relevant incoming call functions (for example: Call Forwarding, Busy, No Answer Always and Selective Voice Messaging, Simultaneous Ringing and Call Notify which can be configured through a single easy-to-use web page).

If a user elects to use Pre-set Availability Profiles then this takes preference over all other service settings associated with processing incoming calls

To select a profile there is a drop down under the main menu and is called profile, this feature will only be available if your administrator gave you permission to use them.



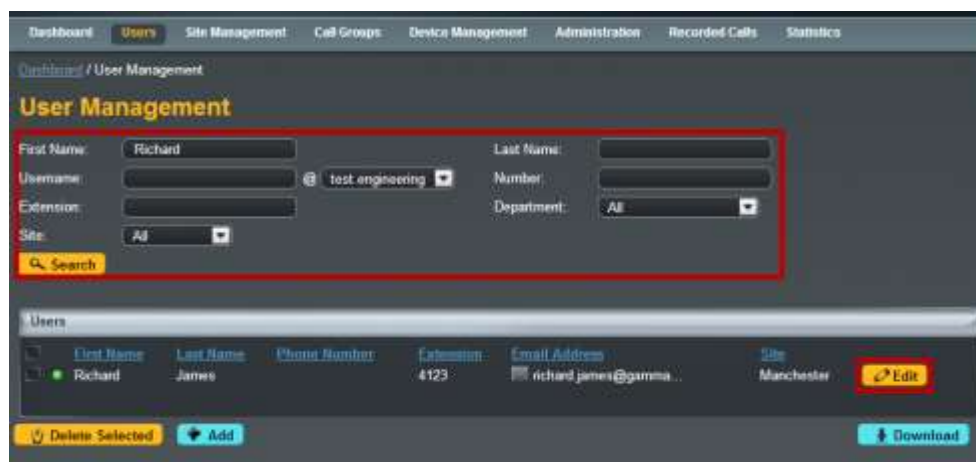
You can also click on the manage profile button and that will take you to the profile page and you can also activate and deactivate your profiles from there. This is also the page where you can edit what the four different profiles do by clicking on the "Edit" button.

## Setup Availability Profiles

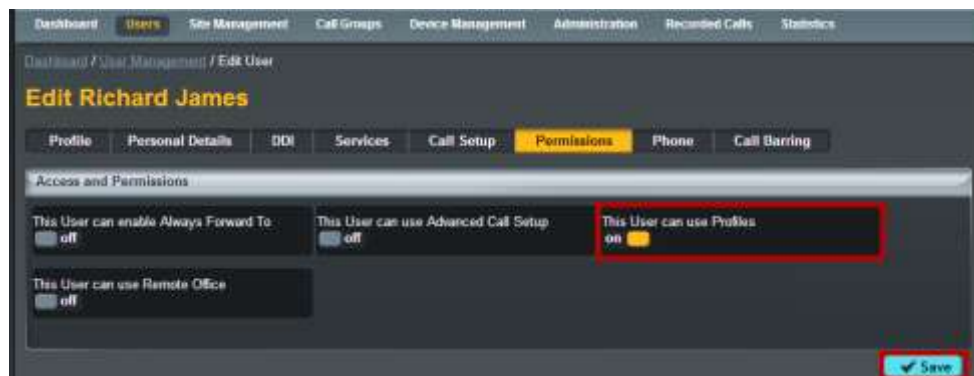
Select "Users" and then "List Users".



Search for the User that you want to set up Profiles for, and then click the "Edit" button.



Ensure that "This User can use Profiles" is turned "On" if you want the user to be able to use Profiles, or "Off" if you don't want a user to use Profiles.



Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Richard James

Profile | Personal Details | DDI | Services | Call Setup | **Permissions** | Phone | Call Barring

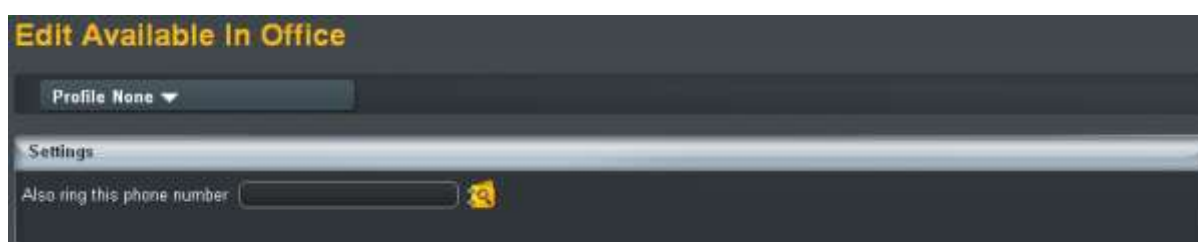
Access and Permissions

This User can enable Always Forward To <input type="checkbox"/> off	This User can use Advanced Call Setup <input type="checkbox"/> off	<b>This User can use Profiles <input checked="" type="checkbox"/> on</b>
This User can use Remote Office <input type="checkbox"/> off		

☒ Save

## Available In Office


Available in office has three different features you can configure depending on your needs. These are a general setting, what happens when you are busy and when you don't answer. Settings allows you to enter another number so it rings that number at the same time, you could use your mobile for example. You are able to search your directory using the directory model window to select a number.



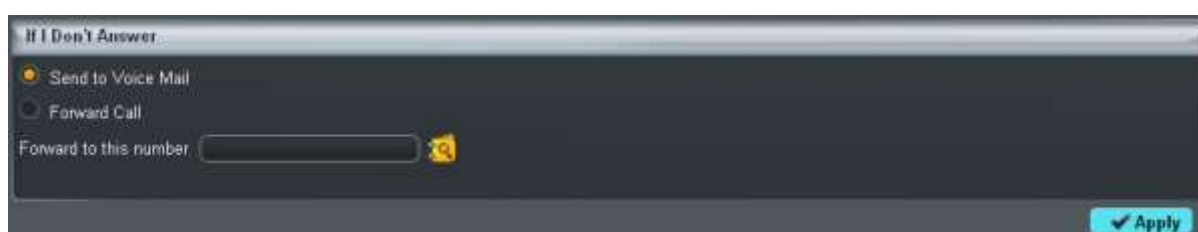
### Edit Available In Office

Profile None ▼

Settings


Also ring this phone number:  

You are also able to select whether you want to send the call to voice mail or to forward it to another number. If you want to send it to voice mail you have to have the voice mail set up. This feature can be set for when you are busy, on a call, or when you don't answer. To save all setting that you have set up, click on the "Apply" button.



### If I Don't Answer

☒ Send to Voice Mail  
☐ Forward Call

Forward to this number:  

☒ Apply

## Available Out Of Office

In 'available out of office', you are able to set whether you want the call to go to voice mail or be forwarded to another number. If you select send to voice mail you need to have your voice mail set up. To forward to another number select that option and then input the number you would like the call to be forwarded to. You are also able to set up an e-mail system, where you receive an e-mail if someone calls, just select the checkbox and input your e-mail address.

**Edit Available Out Of Office**

Profile Available Out Of Office ▼

Settings:

☒ Send to Voice Mail

☐ Forward Call

Forward to this number:  🔍

☐ Also send me an email at:

✓ Apply

## Busy

If you select your profile to busy you are able to set your number to go to voice mail, but you are able to make up to 3 different numbers forwarded to a new number. To send all calls to voice mail select the check box send all calls to voice mail. Note for this feature to work you need to have your voice mail set up. Then if you want a number to be diverted to your mobile, service or another user then input the number you would like it to be forwarded to. Then add up to three numbers you want to be forwarded to, you can either enter the numbers or search your directory. You can also set it up to send you an e-mail when you receive a call.

**Edit Busy**

Settings:

☐ Send all calls to Voice Mail

But forward the following numbers to:

🔍 **Add**

☐ Also send me an email at:

✓ Apply

## Unavailable

The unavailable profile allows you to send calls to voice mail and then forward up to three numbers to another number. It also allows you to set up a different greeting message. To send calls to voice mail, select the check box that sends calls to voice mail. Note that you need to have voice mail set up for this feature to work. Then if you want to forward up to three numbers to a new number then fill in the text box of where you would like it to be forwarded to, and then add up to three new numbers. You can either add a known number or search your directory for a contact that you would like to be forwarded to the alternative number. If you want to select a different greeting message there are two options at the bottom of the page and select one of them depending on what you would like the message to be.



**Edit Unavailable**

Settings

☒ Send all calls to Voice Mail

But forward the following numbers to:

Have Voicemail take the call using:

- ☒ No Answer Greeting
- ☐ Unavailable Greeting



## Directory and Contacts

The end users directory is a place where you are able to add, edit or view all contacts that you have added as well as other users within the same company. You are also able to view contacts that your administrator has added. You are only able to edit and delete the contacts that you have added.







**Directory & Contacts**


First Name:  Last Name:

Number:  Extension:

Department:  

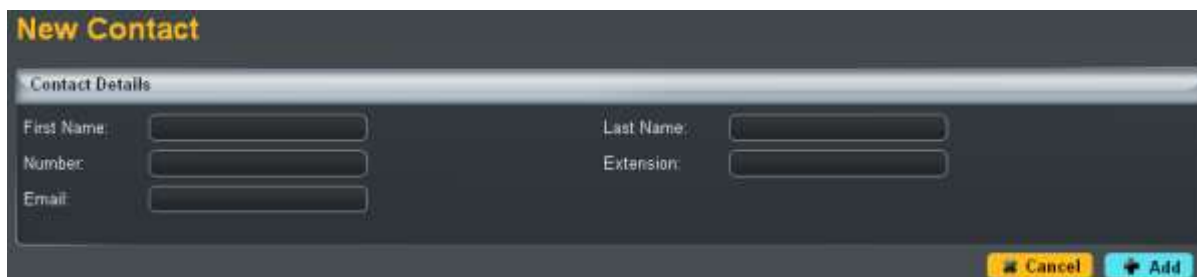
**My Directory**

<input type="checkbox"/> First Name	Last Name	Number	Email		
<input type="checkbox"/> Jane	Smith	(5432)	Jsmith@hotmail.co.uk		
<input type="checkbox"/> John	Smith	01665680004 (7645)	JohnSmith@hotmail.com		
<input type="checkbox"/> Justin	Small	07464563456			
<input type="checkbox"/> stuart	smilie	0785464645634			

## Add a Contact

To add a new contact you need to click “Add New Contact” which will take you to the page where you fill in the details of a contact. To add a new contact you only need to add a first and last name as well as the number they can be contacted on. You can also add an extension and an e-mail to the user if you require extra details about them.



**New Contact**

Contact Details

First Name:  Last Name:

Number:  Extension:

Email:

## My Features

The 'my features' page displays all the features that you currently have available. You are able to select a feature and it will give you a small description about the feature. The features have been separated into the different categories depending if it affects an incoming call, an outgoing call or changes something while you are in a call.



**My Features**

Available Features

Incoming Call

- Account/Authorization Codes
- Anonymous Call Rejection
- Authentication
- Auto Attendant
- Automatic Callback
- Automatic Hold/Retrieve
- Basic Call Logs
- Busy Lamp Field
- Call Capacity Management
- Call Forwarding Always
- Call Forwarding Busy
- In Call

Outgoing Call

Call Policy

Feature Information

**Account/Authorization Codes**  
Enables the tracking of calls made to outside of a group by prompting users when mandatory for an account code. This service does not validate the codes entered see Authorization Codes so calls are not blocked. Account codes are managed by the group administrator and can be two to 14 digits long. Note that groups cannot have this service and the Authorization Codes service enabled at the same time. This appears in the CDR. Account Codes can also be implemented on a per-call basis in which users have the option to enter an account code by dialing a feature access code before the call. Authorization Codes - Performs an authorization of calls made outside the group by prompting users for an authorization code. Calls are not connected unless a valid code is entered. Authorization codes are managed by the group administrator and can be of two to 14 digits in length. Note that groups cannot have this service and the Account Codes service enabled at the same time.

## Remote Office

This service enables users to access and use their horizon profile and services from any device, online, or offline, such as a mobile phone. This feature can be turned on or off by the administrator, and from an end users screen, the feature can be found on the main menu, if it is active.

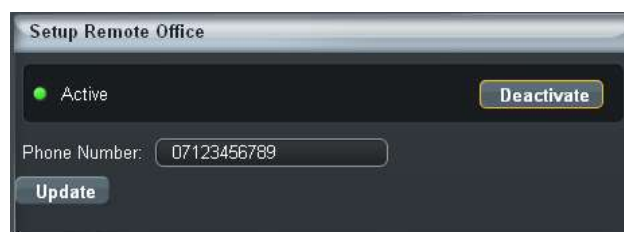


**Setup Remote Office**

☐ Inactive

Phone Number:

To set up a remote office you just need to input a phone number, be it a mobile or a hotel number, and then click on the activate button. Once active it will state that it is active and you will be able to deactivate it or upgrade if you want to change the number.



**Setup Remote Office**

☒ Active

Phone Number:

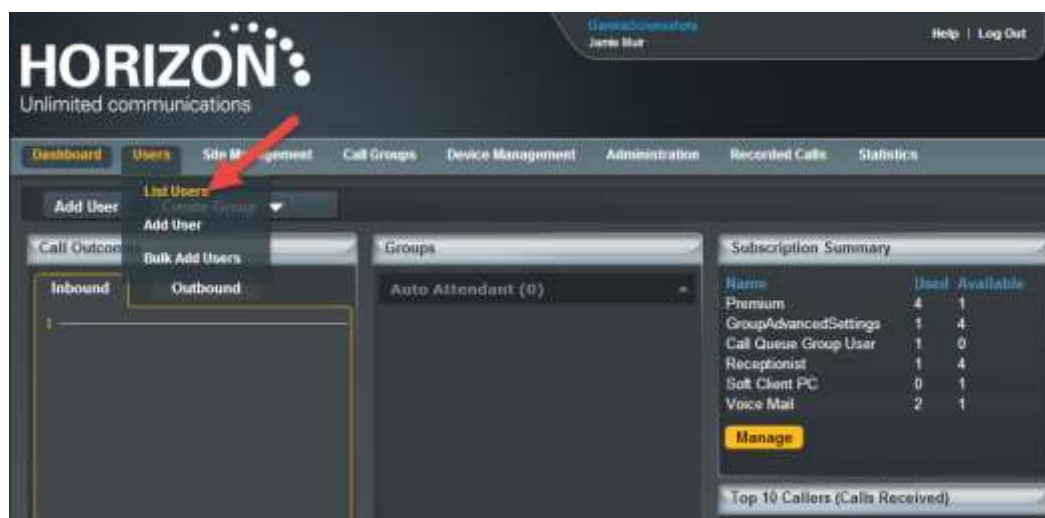


Remote office allows a Horizon user to use any phone as their 'Horizon phone' - meaning they won't need to pay locally for calls and their Horizon number will be presented on outgoing calls. This can be particularly useful in the likes of hotels, where calls can often be costly.

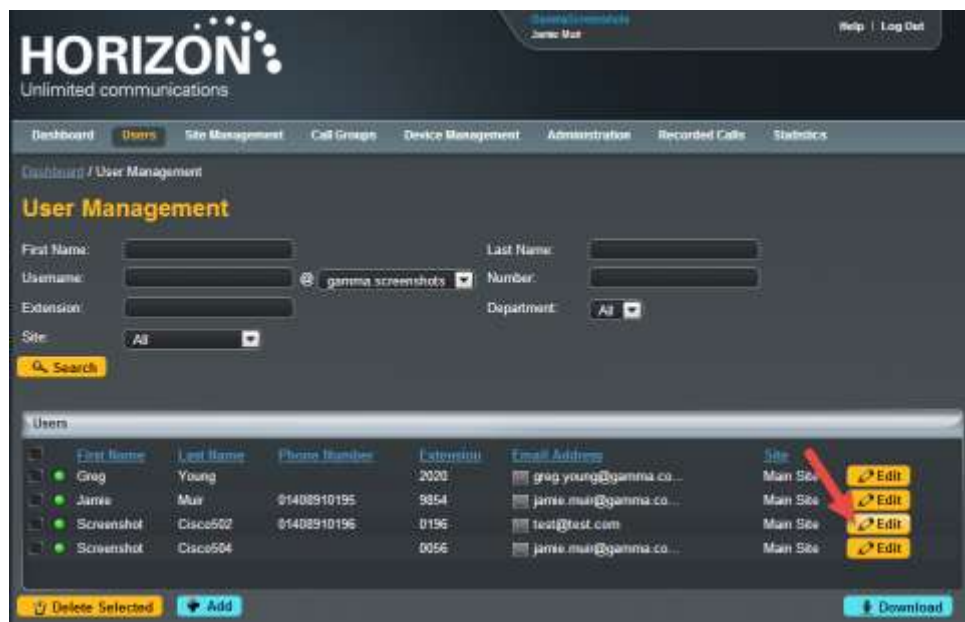
### How to give a user permission to use the feature

Log into the Horizon company as an Admin directly through <http://www.unlimitedhorizon.co.uk>.

Select users > list users.



Locate the relevant user and click 'edit'.



Click 'Permissions'.

**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Screenshot Cisco502

Profile | Personal Details | DDI | Services | Call Setup | **Permissions** | Phone | Call Barring

Account Details

Title:

First Name:  Last Name:

Username:  Department:

Mobile:  Email:

Settings

Enable Hot Desk? Yes ☐ No ☒

The permission 'This user can use Remote Office' can be set to on, to give the user access, or off to restrict access. Admin users can always enable/disable this for end users.

**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / Recorded Calls / Statistics

Dashboard / User Management / Edit User

### Edit Screenshot Cisco502

Profile | Personal Details | DDI | Services | Call Setup | **Permissions** | Phone | Call Barring

Access and Permissions

This User can enable Always Forward To ☐ off

This User can use Advanced Call Setup ☐ off

This User can use CLI presentation ☐ off

This User can use Profiles ☐ off

This User can use Remote Office ☐ off

Device Customisation Permissions

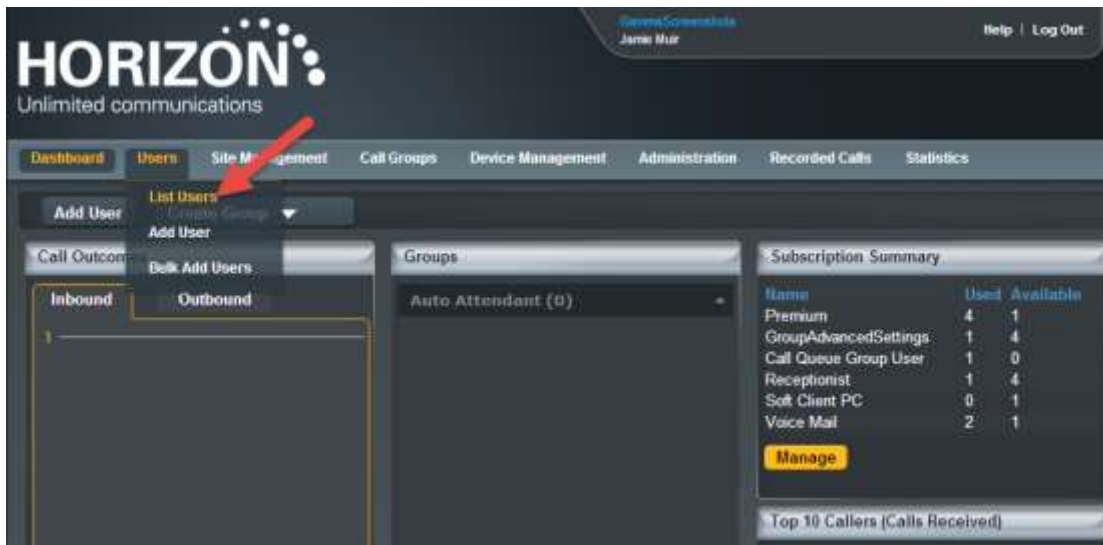
This User can customise their soft keys ☐ off

This User can customise their linekeys ☐ off

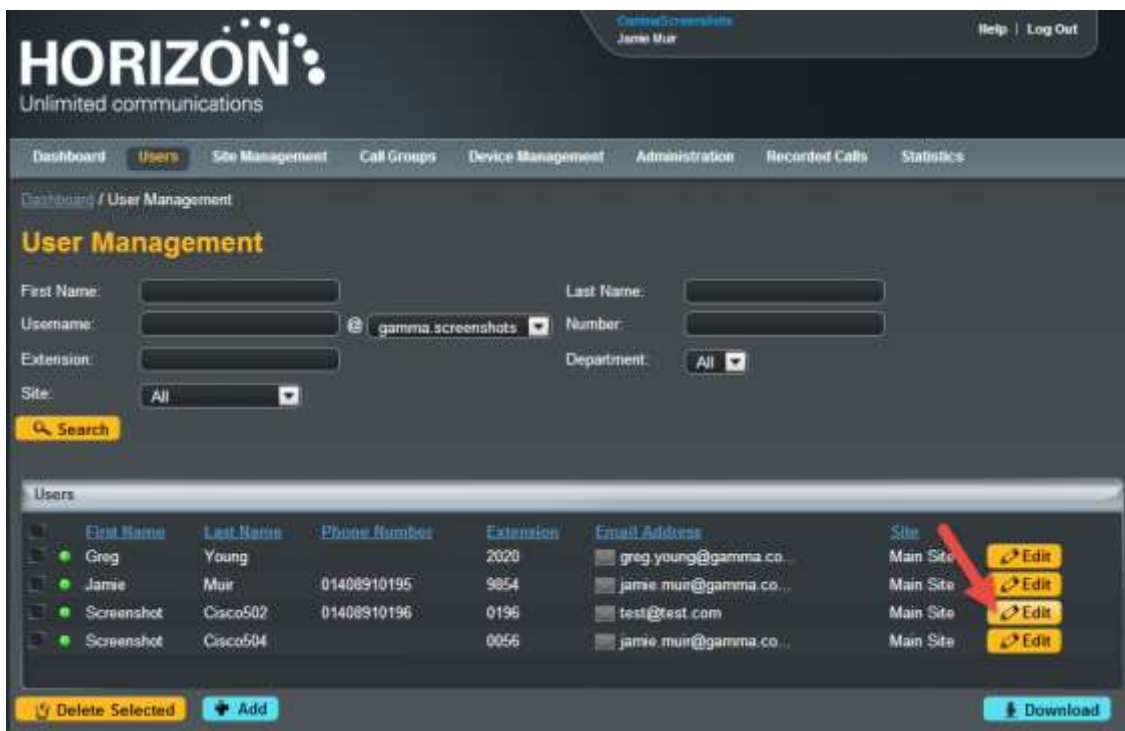
### How to enable/disable the feature as an Admin

Log into the Horizon company as an Admin directly through <http://www.unlimitedhorizon.co.uk>

Select users > list users.



Locate the relevant user and click 'edit'.



Click 'Call Setup' then under settings select 'Remote Office'.

**HORIZON**  
Unlimited communications

GammaScreenshots  
Jamie Muir

Help | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Screenshot Cisco502

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced ▾

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
Call Transfer  
Settings

**Settings**  
Hot Desk  
Call Recording  
Manage Profile  
Remote Office  
Call Forwarding

Setup Remote Office

☐ Inactive

Phone Number:

About

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

You can then input the phone number you'd like to use for remote office and click 'Activate'.

[Dashboard](#) [Users](#) [Site Management](#) [Call Groups](#) [Device Management](#) [Administration](#) [Recorded Calls](#) [Statistics](#)

[Dashboard](#) / [User Management](#) / [Edit User](#)

## Edit Screenshot Cisco502

[Profile](#) [Personal Details](#) [DDI](#) [Services](#) [Call Setup](#) [Permissions](#) [Phone](#) [Call Barring](#)

### Incoming Calls

[Call Handling](#)  
[Twinning](#)  
[Blacklist](#)  
[Settings](#)  
[Advanced](#) ▾

### Outgoing Calls

[Speed Dial](#)  
[Settings](#)

### In Call Options

[Call Transfer](#)  
[Settings](#)

### Settings

[Hot Desk](#)  
[Call Recording](#)  
[Manage Profile](#)  
[Remote Office](#)  
[Call Forwarding](#)

#### Setup Remote Office

☐ Inactive

Phone Number:

#### About

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

This is the phone number that incoming calls to your Horizon number will ring to. Outgoing calls will ring this number before connecting to the destination number. Please see the making/receiving calls section for further info.



The screenshot displays the Horizon Administrator web interface. At the top, the 'HORIZON' logo is accompanied by the tagline 'Unlimited communications'. The top right corner shows the user 'GammaScreenshots Jamie Muir' and links for 'Help' and 'Log Out'. A navigation bar contains links to 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail indicates the path: 'Dashboard / User Management / Edit User'. The main heading is 'Edit Screenshot Cisco502'. Below this, a series of tabs are visible: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (which is highlighted), 'Permissions', 'Phone', and 'Call Barring'. On the left side, there is a sidebar menu with categories like 'Incoming Calls', 'Outgoing Calls', 'In Call Options', and 'Settings'. The 'Call Setup' tab contains a 'Setup Remote Office' section with a toggle switch set to 'Active' and a 'Deactivate' button. Below this, the 'Phone Number' is listed as '01414040011' with an 'Update' button. An 'About' section provides a description of the Remote Office feature.

**HORIZON**  
Unlimited communications

GammaScreenshots  
Jamie Muir

Help | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Screenshot Cisco502

Profile Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced ▾

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
Call Transfer  
Settings

**Settings**  
Hot Desk  
Call Recording  
Manage Profile  
Remote Office  
Call Forwarding

**Setup Remote Office**

● Active [Deactivate](#)

Phone Number:

[Update](#)

**About**

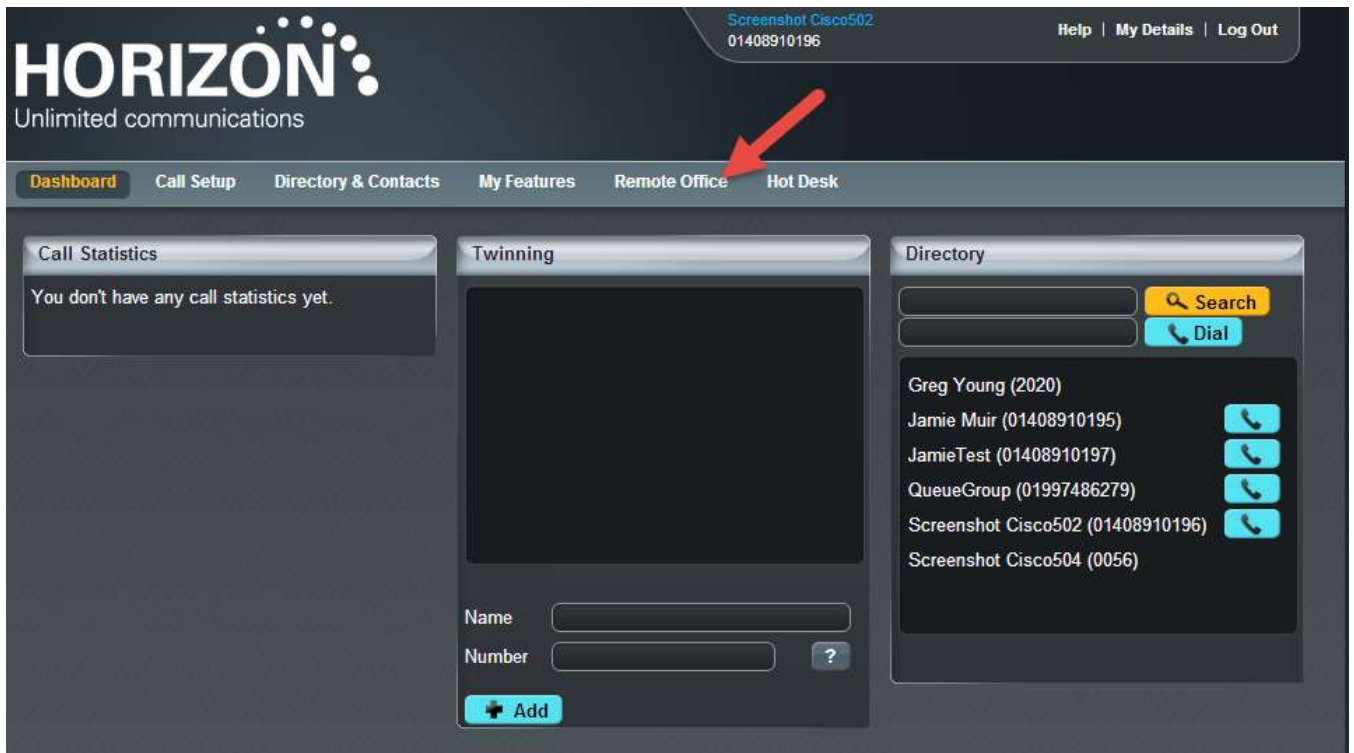
Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the Click-to-dial functionality on this website, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

### How to enable/disable the feature as a User

Log into the Horizon Portal using your username/password.

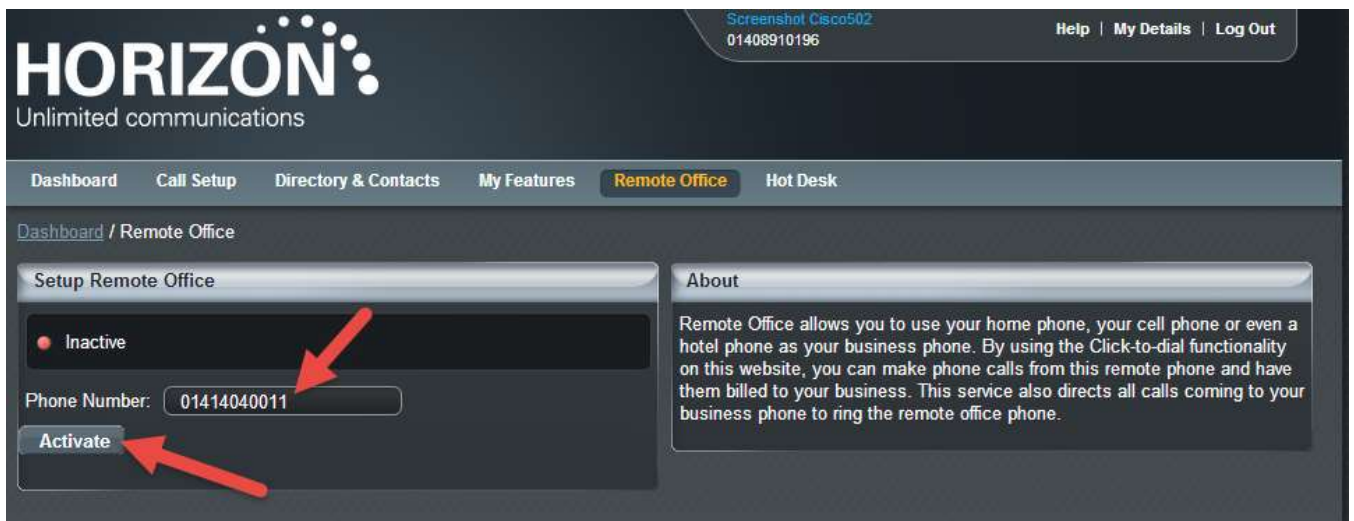
Select 'Remote office' from the menu.





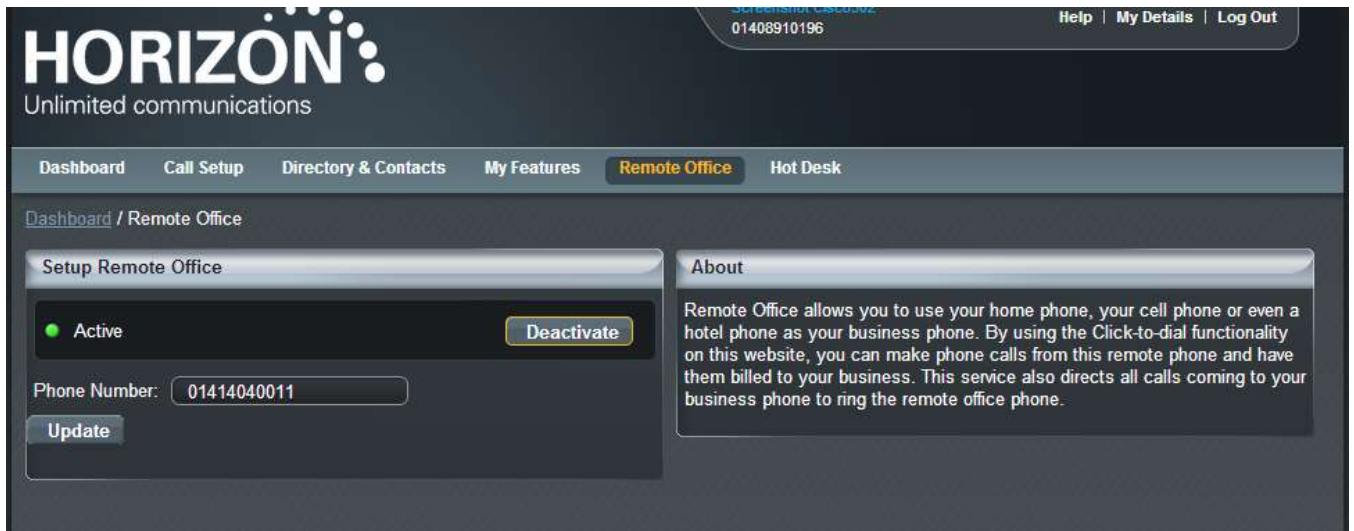
If this menu item is not present it means the user does not have permission to use Remote Office - please refer to the 'How to give a user permission to use the feature' guide for instructions on how to do this.

You can then input the phone number you'd like to use for remote office and click 'Activate'.



This is the phone number that incoming calls to your Horizon number will ring to. Outgoing calls will ring this number before connecting to the destination number. Please see the making/receiving calls section for further info.

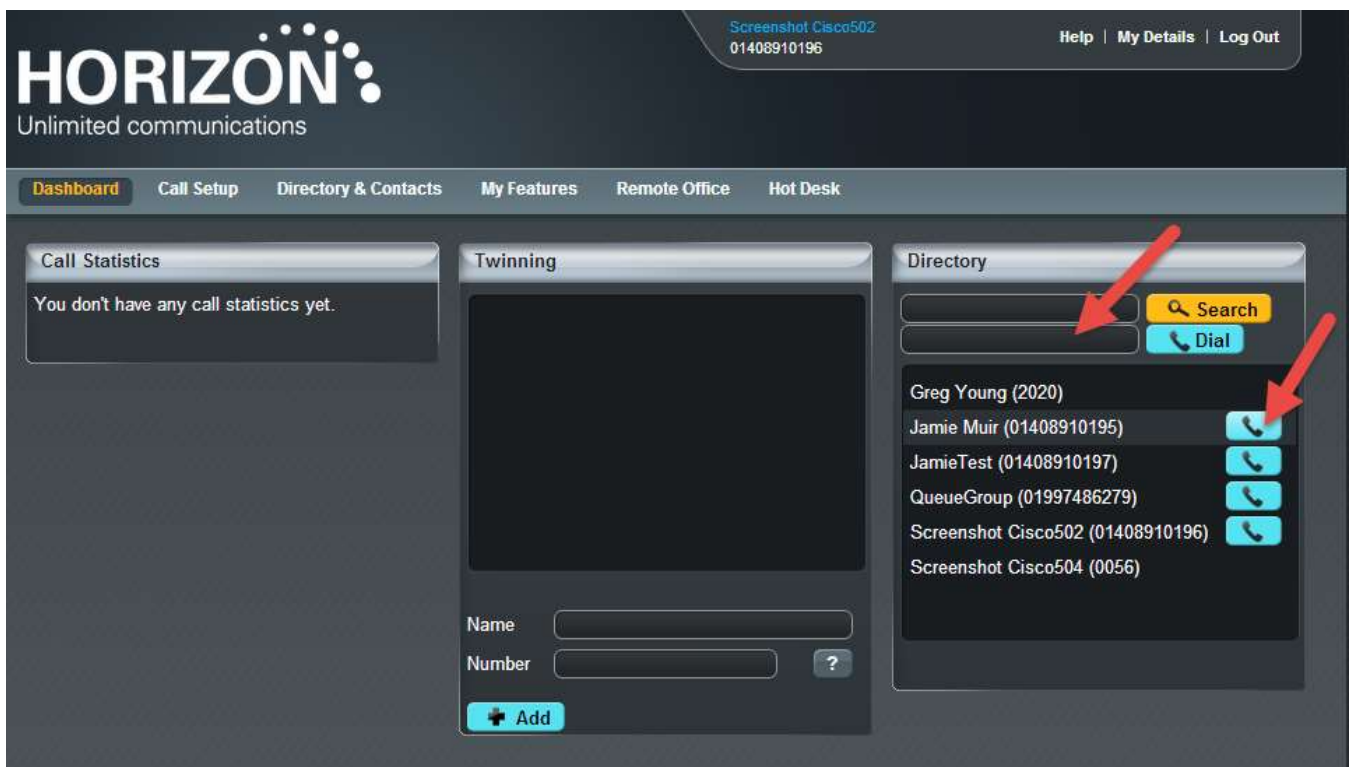
Remote office will then be active - you can update the number by entering a new one and clicking 'update'.



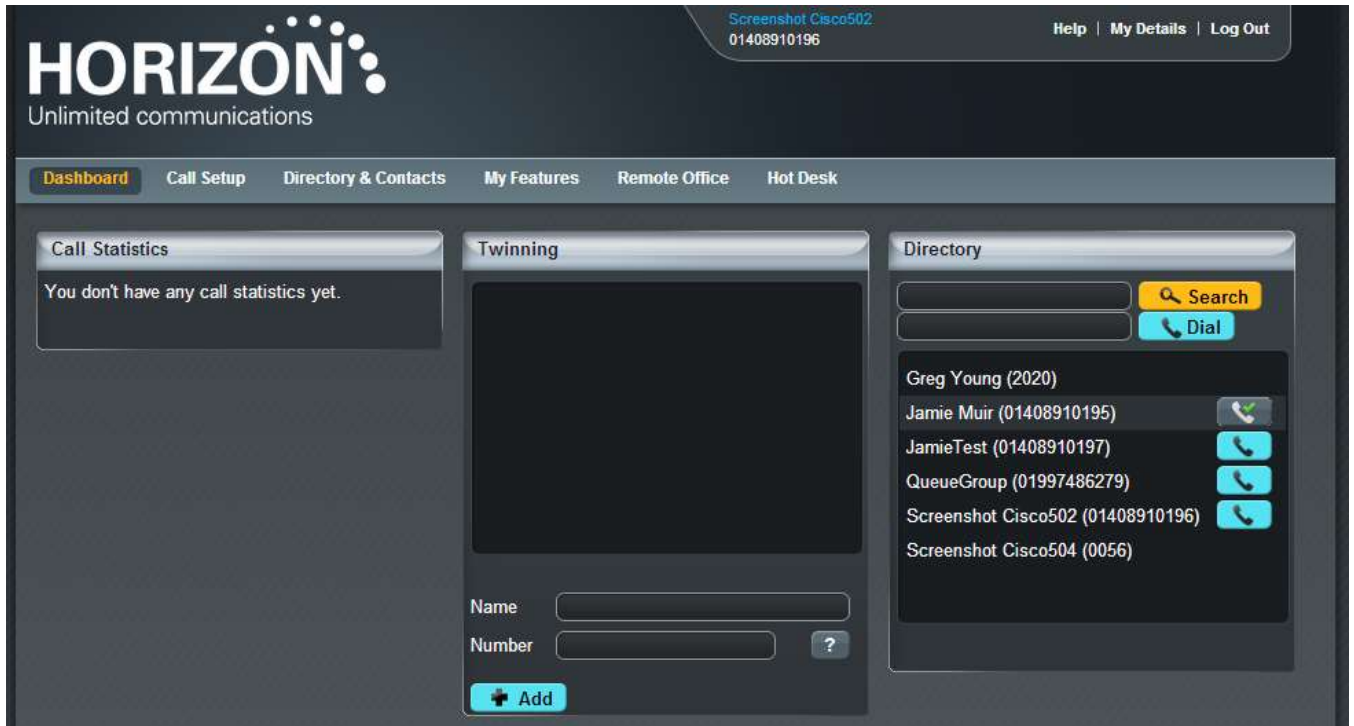
### How to make outgoing calls

Log into the Horizon Portal using your username/password.

Outgoing calls must be made through the Horizon Portal using click to dial. You can either enter the number you'd like to call and click the blue 'dial' button, or click the blue telephone icon next to someone from your directory.



The tick will indicate the call has been triggered successfully.



The user will then;

1. Receive an incoming call on their remote office number
2. When answered, Horizon will then call out to the destination number
3. The call can then proceed as normal

### How to receive calls

Incoming calls will be delivered directly to the number that's been enabled for Remote Office.

**Please note** that if a user has a restriction to mobile phones (calling them or transferring to them) then Remote Office to a mobile will not work and a "Call cannot be completed" message will be displayed.

### Call Setup

The call set up screen can be found on either the end users screen, from the main menu, or from an administrator login which can be found when editing a user. From here you are able to edit some of the core features that an end user would use. These features will vary depending on the service pack that the user has and whether the administrator has given permission to the user to edit all their own features.

## Call Handling

This service enables a user to define criteria that causes certain incoming calls to be redirected to user-specified destinations. You are able to set up two different options; for when you are busy and for when you don't answer.

The 'when I'm busy' option works when you are already on a call and the person making the call will be either forwarded to another number, send the call to a voice mail or have no affect. You are also able to select the same options for when I don't answer but you are able to select after how many rings an action is performed.

**Incoming Calls**  
**Call Handling**  
**Settings**  
**Outgoing Calls**  
**Settings**  
**In Call Options**  
**Call Transfer**  
**Settings**  
**Settings**  
**Voicemail Settings**

The screenshot shows the 'Call Handling' settings page. It has a dark grey background with a yellow title bar at the top. Below the title bar, there are two main sections: 'When I'm Busy' and 'When I don't answer'. Each section has three radio button options: 'No Action', 'Forward the call to:' (with a text input field and a magnifying glass icon), and 'Send the call to voicemail'. In the 'When I don't answer' section, there is a dropdown menu set to '3' rings. At the bottom right, there are two buttons: 'Voicemail Settings' (yellow) and 'Save' (blue with a checkmark).

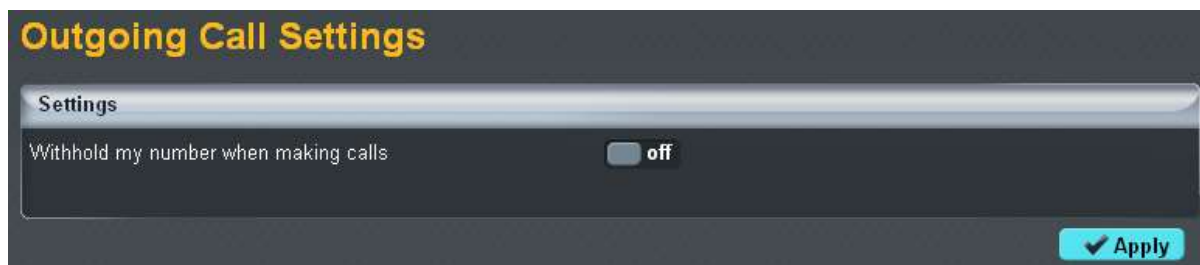
## Incoming Calls Settings

These are all the other settings that a Standard user can set that will affect incoming calls. Enabling music for calls on hold will enable music on hold provided the feature has been set up for the site you are associated with. 'Present incoming caller's ID for external calls' and 'present incoming caller's ID for internal calls' will allow users to see your caller ID.

The screenshot shows the 'Incoming Call Settings' page. It has a dark grey background with a yellow title bar at the top. Below the title bar, there is a 'Settings' section with three rows of settings. Each row has a label on the left and a toggle switch on the right. The settings are: 'Enable music for calls on hold' (on), 'Present Incoming Caller's ID for External Calls' (on), and 'Present Incoming Caller's ID for Internal Calls' (on). At the bottom right, there is a blue button with a checkmark and the text 'Apply'.

## Outgoing Calls Settings

From the outgoing call settings you are able to decide if you would like your number to be withheld or not. This will mean that the person you are making the call to will be unable to view your number.

The screenshot shows a dark-themed window titled "Outgoing Call Settings" in yellow text. Below the title bar is a "Settings" section with a light blue header. Inside this section, there is a toggle switch for "Withhold my number when making calls", which is currently set to "off". At the bottom right of the window, there is a blue button with a checkmark and the text "Apply".

**Outgoing Call Settings**

Settings

Withhold my number when making calls ☐ off

✓ Apply

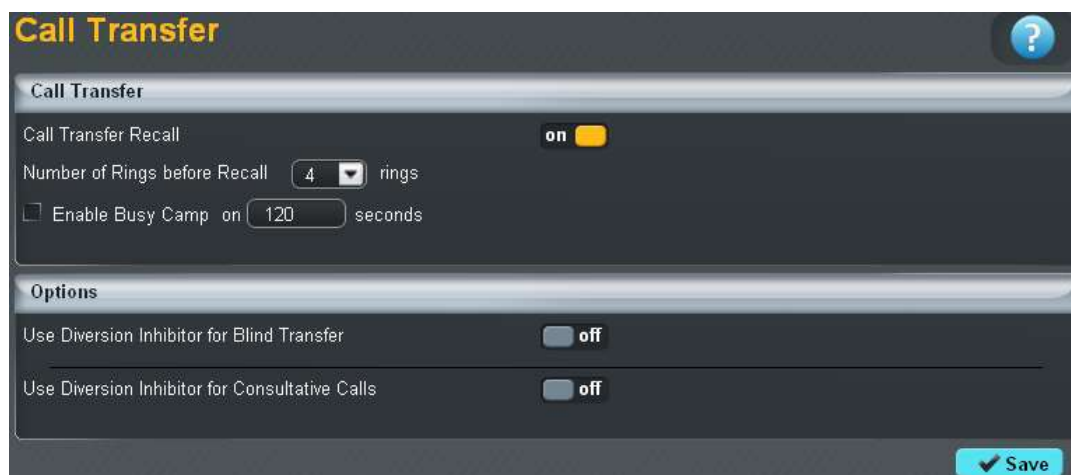
## Call Transfer

Call transfer recall will allow you to transfer a call and receive the call back if no one answers the call. From this page you can also limit the use of this feature for each individual user.

You will need to enable call transfer to set up a recall, and then you will need to select the dropdown and select after how many rings you want call to return to you. Busy camp will affectively allow you to park a call. This means that if you transfer a call to a user who is busy then the call will be put on hold and if the call ends within the time Busy Camp is enabled, the call will be successfully transferred.

Blind transfer will allow you to transfer a call without answering it. If you turn on "Use Diversion Inhibitor for Blind Transfer" this will turn that feature off.

Consultative Calls allows you to transfer a call and tell the caller that they are being transferred. "Diversion Inhibitor for Consultative Calls" will turn this feature off.

The screenshot shows a dark-themed window titled "Call Transfer" in yellow text. There is a blue question mark icon in the top right corner. Below the title bar is a "Call Transfer" section with a light blue header. Inside this section, there is a toggle switch for "Call Transfer Recall" which is set to "on" (yellow). Below this, there is a dropdown menu for "Number of Rings before Recall" set to "4" rings. There is also a checkbox for "Enable Busy Camp" which is unchecked, followed by a text input field set to "120" seconds. Below the "Call Transfer" section is an "Options" section with a light blue header. Inside this section, there are two toggle switches: "Use Diversion Inhibitor for Blind Transfer" and "Use Diversion Inhibitor for Consultative Calls", both of which are set to "off". At the bottom right of the window, there is a blue button with a checkmark and the text "Save".

**Call Transfer**

Call Transfer

Call Transfer Recall ☒ on

Number of Rings before Recall 4 rings

☐ Enable Busy Camp on 120 seconds

Options

Use Diversion Inhibitor for Blind Transfer ☐ off

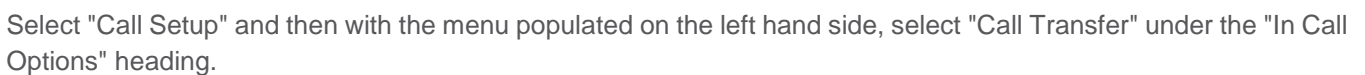
Use Diversion Inhibitor for Consultative Calls ☐ off

✓ Save

## Activate or Deactivate Call Transfer

From the Users drop down in the menu, select "List Users".

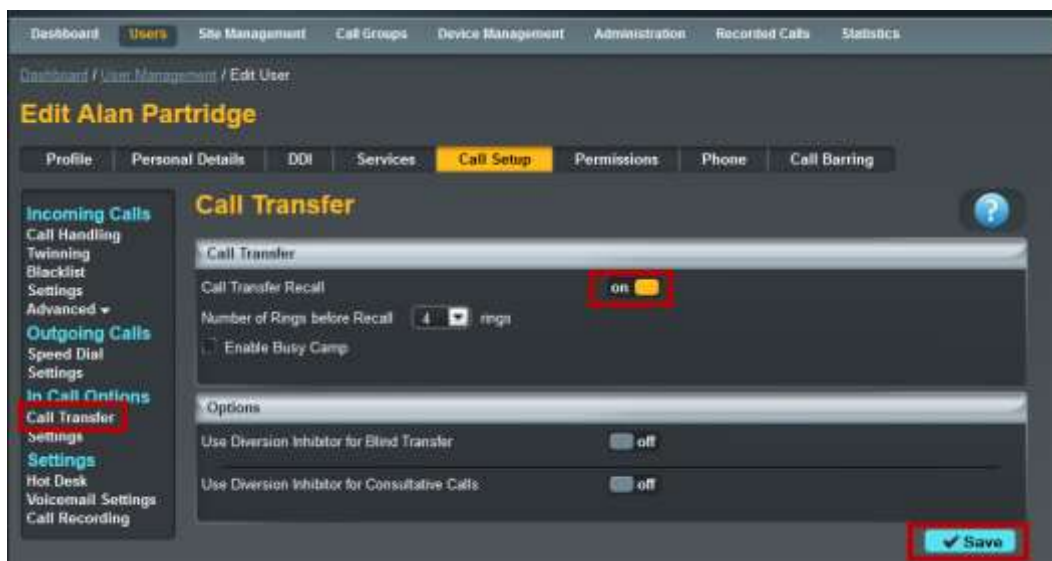




If you select On, you'll be presented with two more options; Number of Rings before Recall and Enable Busy Camp.

**Enable Busy Camp** is if you want the call to hold a call in a queue for a designated amount of time (seconds) if the user you are transferring to is busy (engaged tone).





## Diversion Inhibitor

Diversion Inhibitor provides the option to prevent calls being redirected, despite how the User you are transferring the call to has their settings.

There are two settings for Diversion Inhibitor. These are:

- **Use Diversion Inhibitor for Blind Transfer** - this is where you want to transfer a call to an extension number, removing all redirections in place, without going through to the extension first.
- **Use Diversion Inhibitor for Consultative Calls** - this is where you want to transfer a call to an extension number, removing all redirections in place, speaking to the user who owns the extension number first.

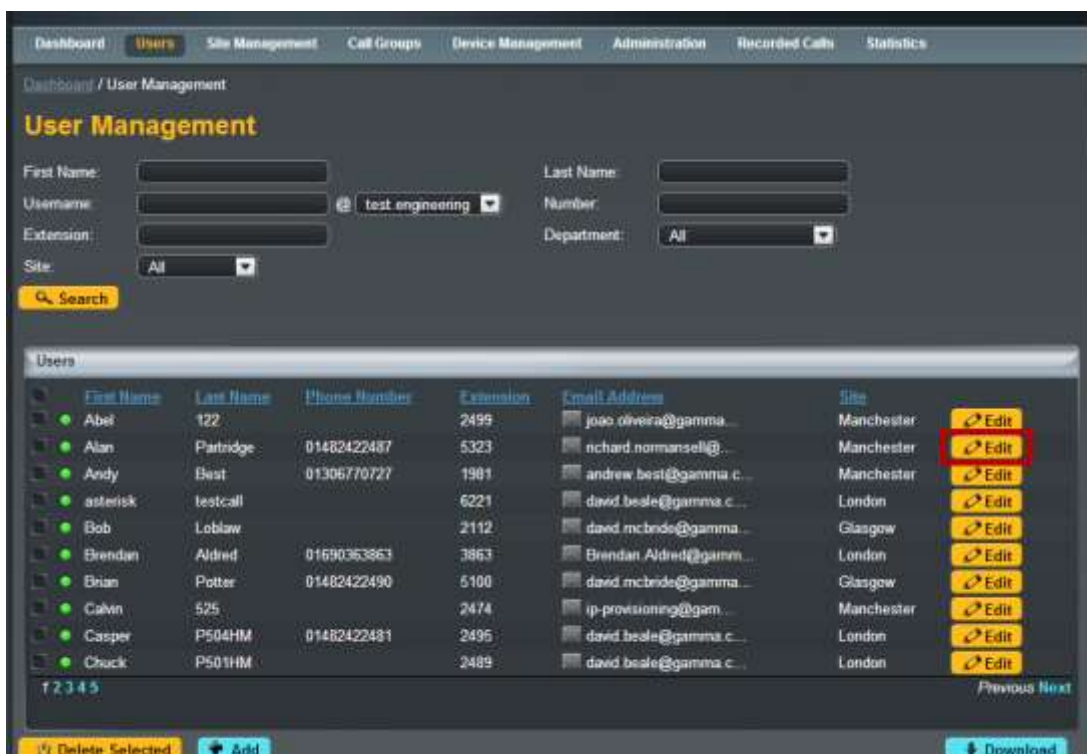
This function can only be set up by the Administrator.

Short code:                      Diversion Inhibitor                      \*80

From the "Users" menu option, select "List Users".



Select the user that you want to edit and click the corresponding "Edit" button.



Select "Call Setup"

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

**Profile** Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

Account Details

Title:  First Name:  Last Name:  Username:  Department:   Mobile:  Email:

Settings

Enable Hot Desk ? ☒ Yes ☐ No

Under the "In Call Options" table, select "Call Transfer".

From here you can select if you want to user Diversion Inhibitor for Blind Transfer and/or Consultative Calls.

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Alan Partridge

**Profile** Personal Details DDI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
Call Handling  
Twinning  
Blacklist  
Settings  
Advanced +

**Outgoing Calls**  
Speed Dial  
Settings

**In Call Options**  
**Call Transfer**  
Settings

**Settings**  
Hot Desk  
Voicemail Settings  
Call Recording

### Call Transfer

Call Transfer

Call Transfer Recall ☐ off

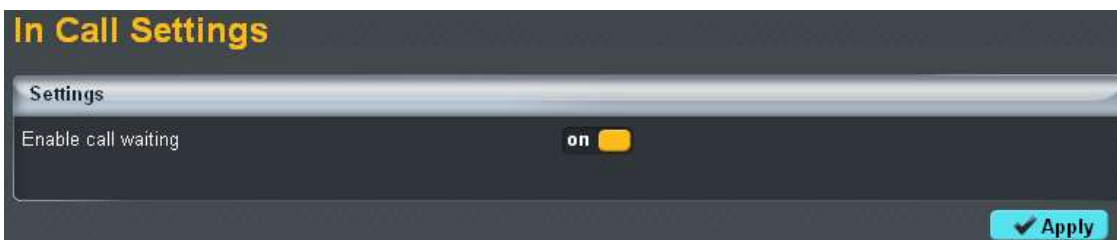
**Options**

Use Diversion Inhibitor for Blind Transfer ☐ off

Use Diversion Inhibitor for Consultative Calls ☐ off


## In Call Settings


The 'in call settings' page will let you enable call waiting, which will allow you to see incoming calls on your device and the person ringing will just hear a ringing tone. This enables you to put one call on hold while you speak to the other call.



**In Call Settings**

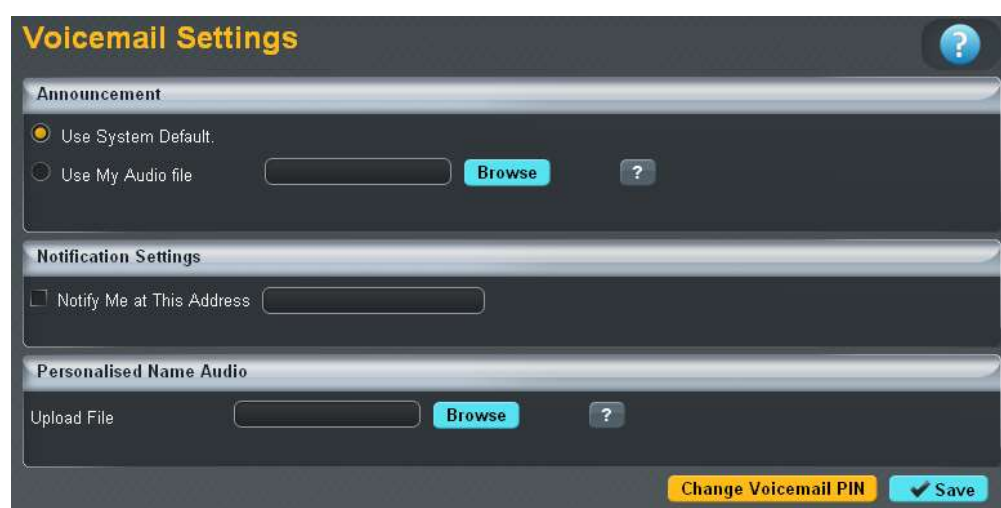
**Settings**


Enable call waiting on 



## VoiceMail Settings



The voice mail option allows you to configure your own voice mail. You are able to set up the system so you can play your own recording, which must be a WAV and encoded with CCITT u-Law. They should be formatted at 8.000 kHz, 8 Bit Mono, 7 kb/sec. Or you can also keep it as the system default message. From this screen you can set it up so that you are notified by email when you have received a voice message. You are also able to change your PIN from here if needed. On a Polycom phone you are able to press the message button which will take you to your messaging service. When accessing your voice portal via an external number pressing the hash key '#' will not always be needed but will help speed up the process. The longest voice message that you are able to receive is 2 minutes, once you reach the limit a message will play to inform you that the limit has been reached.



**Voicemail Settings** 

**Announcement**



☒ Use System Default.

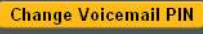

☐ Use My Audio file   

**Notification Settings**

☐ Notify Me at This Address

**Personalised Name Audio**

Upload File   

If the administrator decided to only give the end user access to some features then they will only be able to edit:

- Call Handling
- Twinning
- Hot Desking
- Speed Dial
- Blacklist.

The full list of features is still edited by an administrator. .

### Incoming Calls

Call Handling

Twining

Blacklist

Settings

Advanced ▲

Call Notify

Sequential Ring

Busy Lamp

### Outgoing Calls

Speed Dial

Settings

### In Call Options

Call Transfer

Settings

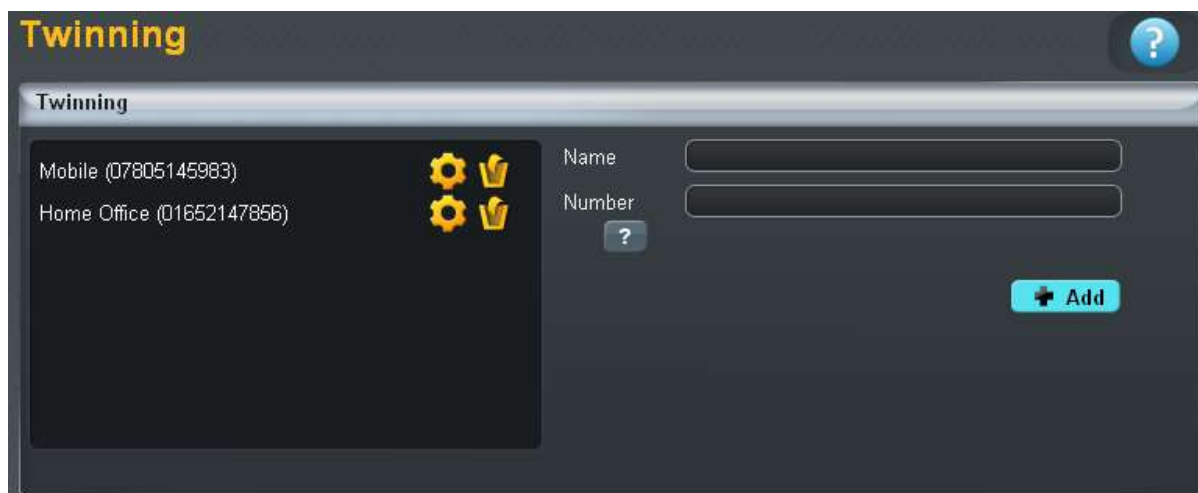
### Settings

Hot Desk

VoiceMail Settings

## Twinning

This service allows you to connect up to 4 additional numbers so that all devices will ring at once so you can be reached where ever you are. To activate this feature just input the name for the additional number and the number you would like to ring as well. If you click on the cog you will be able to go to the advance option page where you can set up addition features. For the twinning feature to work correctly you are unable to use extensions.



The screenshot shows a web interface titled "Twinning" in orange text. Below the title is a sub-header "Twinning" in a grey bar. The main area is dark grey and contains a list of numbers on the left: "Mobile (07805145983)" and "Home Office (01652147856)". To the right of each number are two yellow icons: a gear (settings) and a crown (priority). To the right of the list are two input fields labeled "Name" and "Number". Below the "Number" field is a small grey button with a question mark. At the bottom right is a blue button with a plus sign and the text "Add".

The advance features allows you to set it up so that your devices only call if they are from certain numbers. You are able to set this up independently for each number. You are also able to set up a schedule for the numbers so they only become active during certain times. This can also be set up for each number independently.

## Restrict by Number



The restrict number section can be used for multiple features and is the same for features.


To set up restriction on the incoming number, select 'only twin for the following numbers' and then input the numbers that you want this feature to work for. This will allow you to set up so that your twinned number will only ring from callers you want it to. You are unable to use extensions for this feature.

**Twinning**

Restrict by Calling Number

☐ Twin for any incoming call ☒ Only twin for the following numbers

01600300101   
 01665680010 

 + Add

## Restrict by Schedule

Restrict by Schedule works for multiple features and works the same for all features.

To set up a schedule you need to click on use 'twinning on this number only when I'm available'. Then you will need to click on a schedule that you would like to use. This means that your number will only be activated during that time scale. You are able to click on a plus logo which will take you to a page where you are able to create a new event and schedule. Follow the schedule setup that is under the site management.

Restrict by Schedule

☐ Use twinning on this number all the time ☒ Use twinning on this number only when I'm available

Business Hours Meeting  

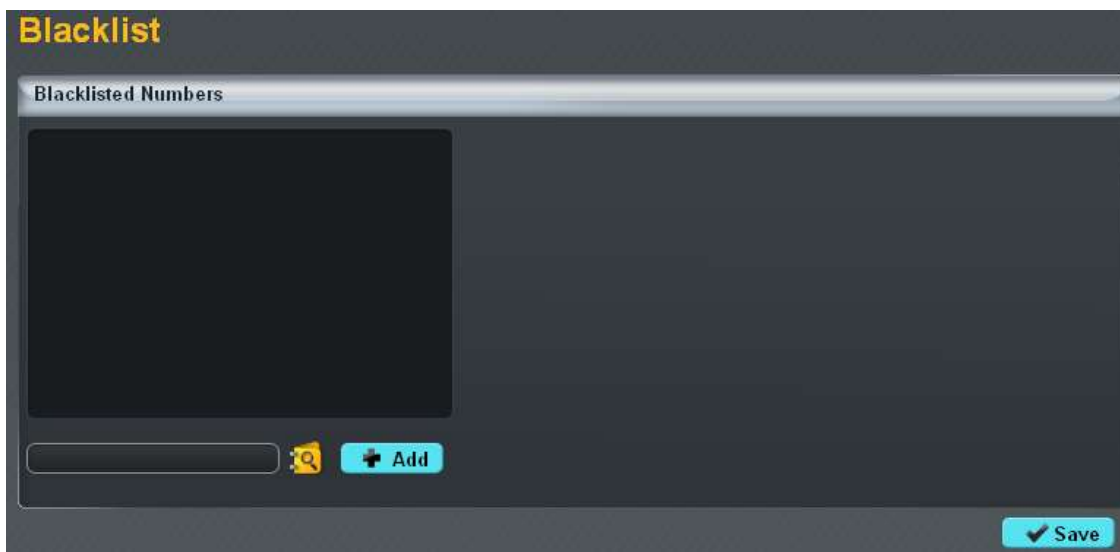
Holiday None 

Back Save

## Blacklist

Your blacklist feature allows you to block any number you like so that the number will be automatically blocked. To add a number, either search your directory by clicking the directory button, or add a known number. Once you have input a number click the "Add" button and then the "Save" button. You are unable to block extensions, only DDIs and if a number is withheld, you will need to turn on the "reject withheld feature" for them to be blocked.





## Incoming Call Settings

**Reject Withheld Numbers** – This means that all numbers that have withheld their number will be rejected.

Enabling music for calls on hold – will enable music on hold provided if the feature has been set up for the site you are associated with.

**Present incoming caller's ID for external calls** - will present incoming caller's ID for internal calls and will allow users to see your caller ID when making outgoing calls.

**Do not disturb** – Do Not Disturb (DND) allows users to set their phone as unavailable so that incoming calls are given a busy treatment i.e. sending the call to your voice mail or forward them to another number. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or by pressing the DND button on phones which support it.

This can be activated and deactivated using the handset directly (if applicable), the voice portal or the GUI.

**Short codes via the handset:**

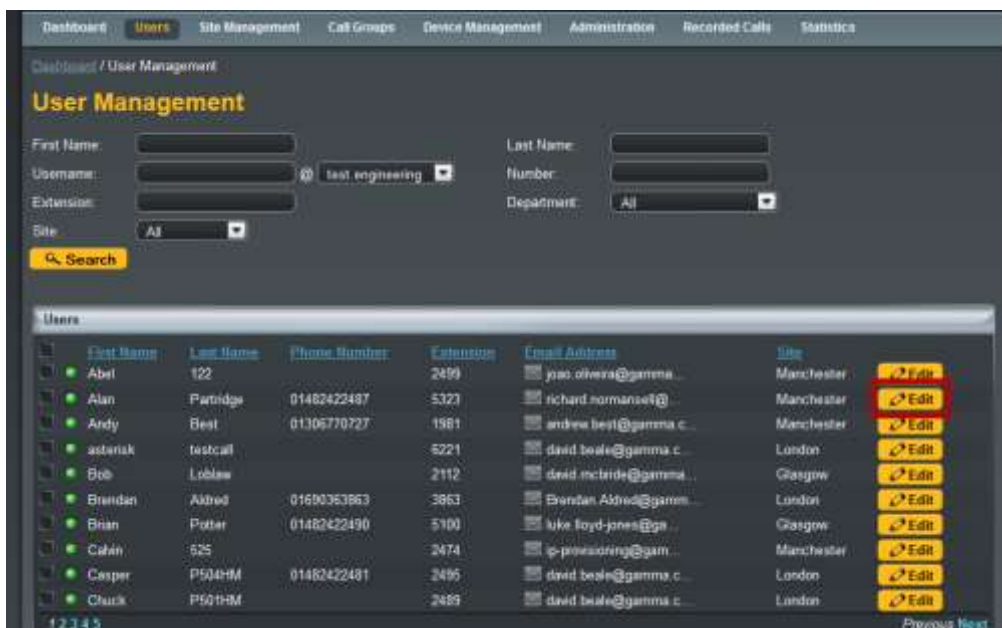
- To activate - \*78
- To deactivate - \*79

## Do Not Disturb via the Horizon portal

From the Users drop down in the menu, select "List Users".



Select the user you wish to set up Do Not Disturb for and click "Edit".



Select "Call Setup" and then with the menu populated on the left hand side, select "Settings" under Incoming Calls. From here, you can either Enable or Disable Do Not Disturb.



## Call Notify

You are able to set up a call notify, which will notify you with an e-mail that you have been called. You are also able to set it up so it only works at certain times and for certain numbers. Call notify can only be set up by the Administrator.

From the Users drop down in the menu, select "List Users".



Select the user you wish to set up Call Notify by Email for and click "Edit".



Select the Call Set Up click, and from the menu that is populated on the right hand side, click "Advanced" under "Incoming Calls" and then click "Call Notify".



Using the radio button, select if you want Call Notify by Email on or off.

If you select On, you'll get some more options. You should enter your email address into the Notify Email text box.

If you want it to notify you at certain times, you can set up Schedules and select this by using the "Use call notify on this number only when I'm available".

If you want to be notified by email of a call from a certain number(s) within your directory, you can do this as well by selecting "Notify me only for these numbers" and using the textbox and the Add button, or you can search your directory by clicking the directory icon.



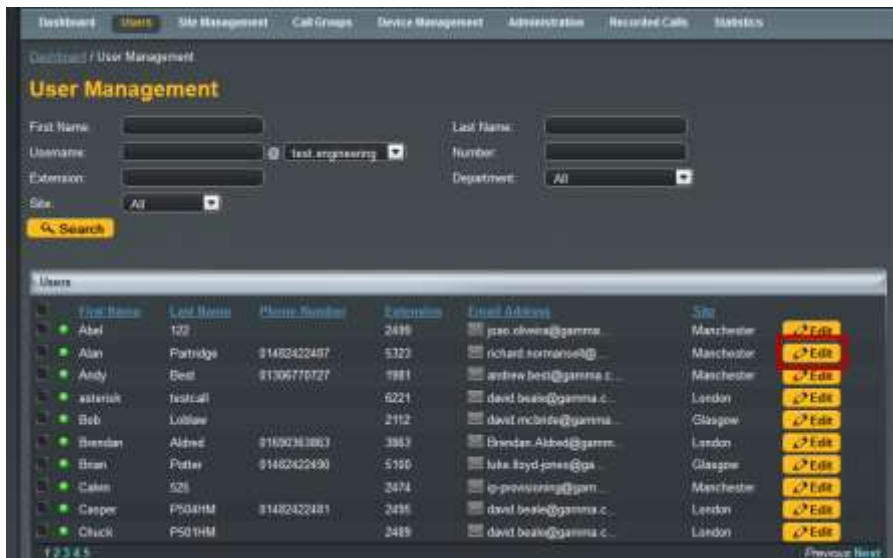
To view advance options where you are able to set selective numbers or set times using a schedule, view restrict by number and restrict by schedule.

### Change email address for Call Notify by Email

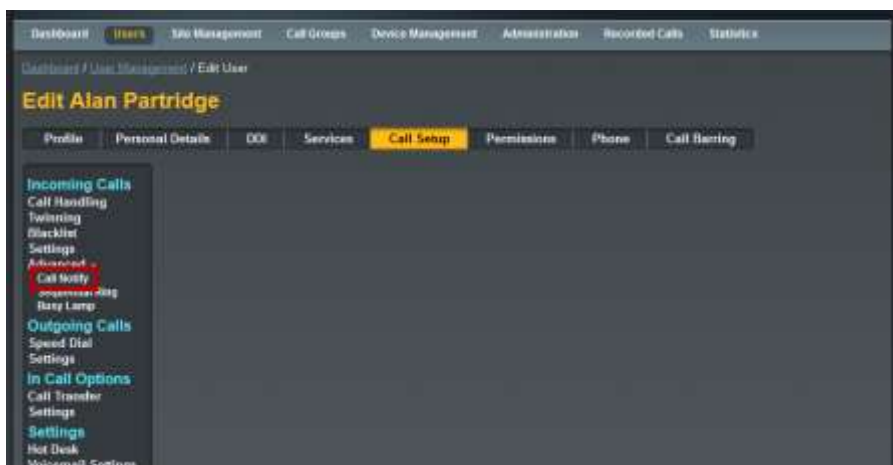
From the Users drop down in the menu, select "List Users".



Select the user you wish to set up Call Notify by Email for and click "Edit".



Select the Call Set Up click, and from the menu that is populated on the right hand side, click "Advanced" under "Incoming Calls" and then click "Call Notify".



Ensuring that the radio button is set to "On", you just type over the email address in the text box and click "Save".





## Sequential Ring

Sequential Ringing enables users to define a "find me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user the calling party is provided with a greeting followed by periodic comfort announcements. This feature will ring a contact number and then move on to the next number in the list after a pre-set number of rings has been met. You will need to activate the feature by selecting the on/off switch so on is displayed. Then you need to input up to 5 numbers that you can be reached on. You can either select these numbers from your directory or input your own numbers. The settings option allows you to select the number of rings a number will receive before moving onto the next number.

The caller can also interrupt the search to leave a message by pressing a DTMF key. The user must set the number of rings after which the sequence will continue to the next phone number.



The screenshot shows a web-based configuration interface for 'Sequential Ring'. It has a dark grey background with light blue and yellow accents. The interface is divided into three main sections: 'Enable Sequential Ring', 'My Phone Numbers', and 'Settings'. The 'Enable Sequential Ring' section has a toggle switch currently set to 'off'. The 'My Phone Numbers' section contains five input fields for phone numbers, each with a yellow magnifying glass icon to its right. The 'Settings' section has a dropdown menu set to '3' rings. At the bottom right, there are two buttons: 'Advanced' (yellow) and 'Save' (blue with a checkmark).

**Sequential Ring**

Enable Sequential Ring ☐ off

**My Phone Numbers**

Phone number:  









**Settings**

Move on to next number after  rings

**Advanced** **Save**

If you click on the advance button you will be able to select advance options where you can input whether you want this feature to work for certain numbers only and at certain times of the day. To set up this feature look at sections 'restrict by number' and 'restrict by schedule'.

### How do I set my number to find me over multiple devices?

This can be achieved through the use of sequential ringing located under Call Setup in the Horizon systems. Sequential ringing works in the same way a Hunt Group would, in that you can define a set of numbers for an incoming call to try when an incoming call is made to your number.

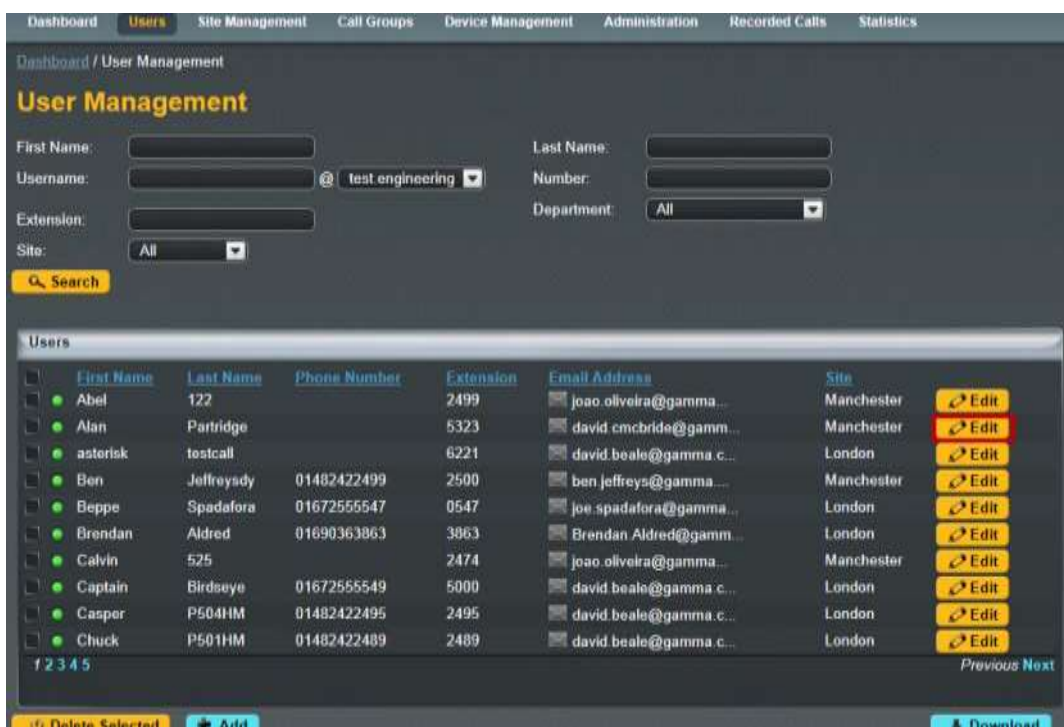
### Set Up Sequential Ringing

Hover over "Users" and then click "List Users".



Locate the User you want to set up Sequential Ringing for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up Sequential Ringing for.



Click "Call Setup"

**HORIZON**  
Unlimited communications

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Brendan Aldred

Profile Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

**Account Details**

Title:    
 First Name:  Last Name:   
 Username: BAldred@test.engineering Department:    
 Mobile:  Email:

**Settings**

Enable Hot Desk ? Yes ☐ No ☒

unlimitedhorizon.co.uk/webapp/?wicket:interface=:45:tab:stake-conta...

Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Sequential Ringing".

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Captain Birdseye

Profile Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**  
 Call Handling  
 Twinning  
 Blocklist  
 Continues  
**Advanced**  
 Call Forward  
 Sequential Ring  
 Busy Lamp

**Outgoing Calls**  
 Speed Dial  
 Settings

**In Call Options**  
 Call Transfer  
 Settings

**Settings**  
 Hot Desk  
 Voicemail Settings  
 Call Recording

Set the "Enable Sequential Ring" tab to "On", enter the user's telephone numbers and how many rings before you move onto the next number then click "Save".



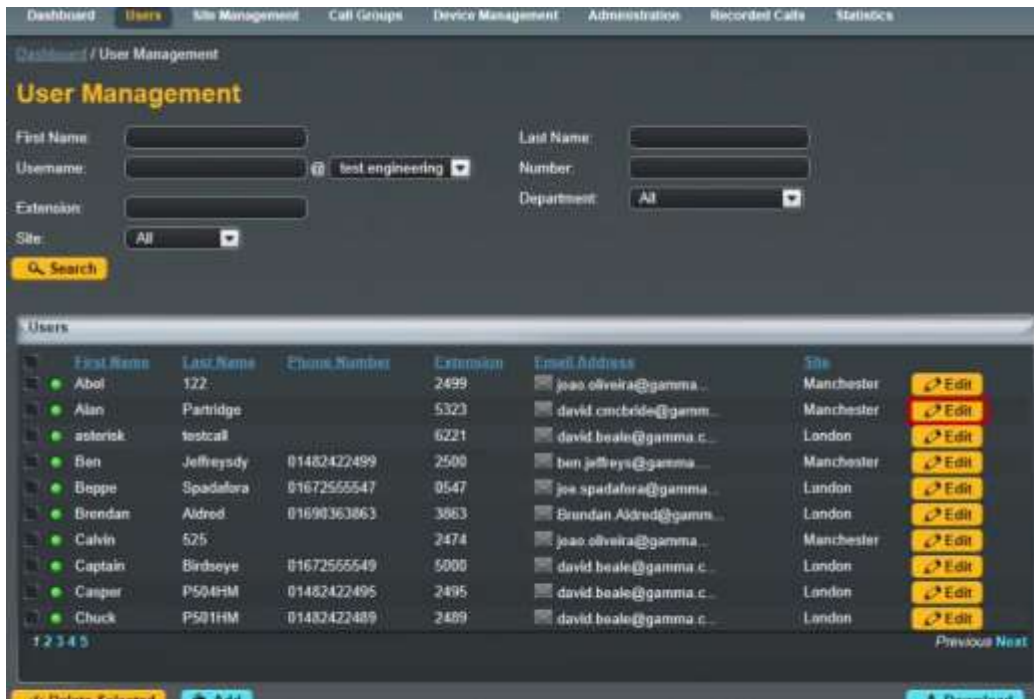
## Specific Numbers or Schedules Sequential Ringing

Hover over "Users" and then click "List Users".

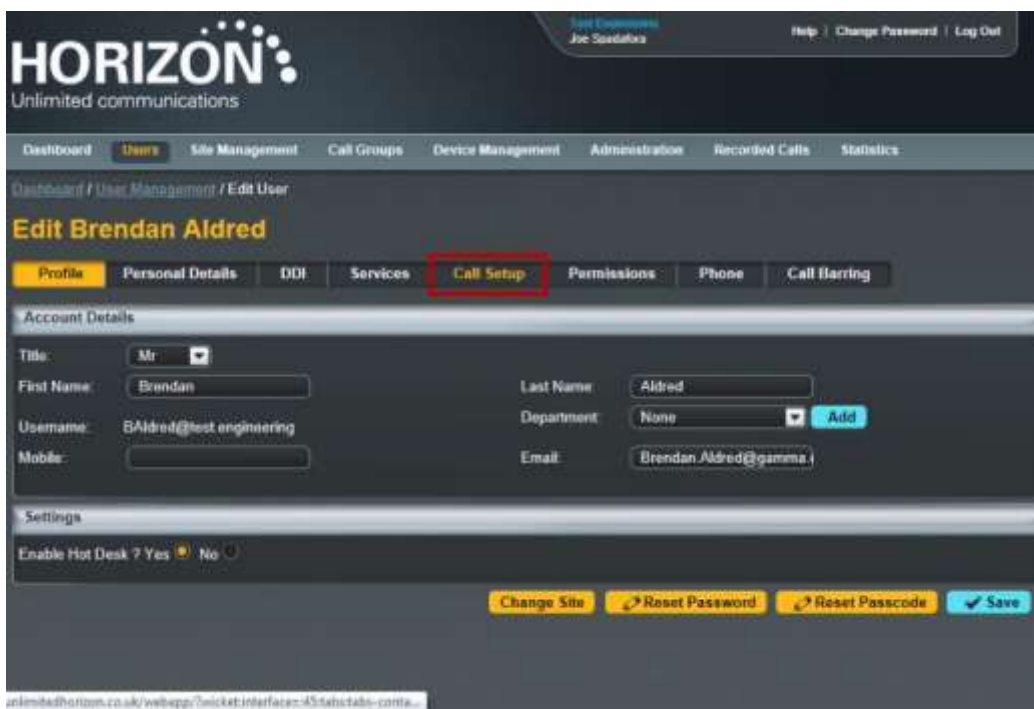


Locate the User you want to set up Sequential Ringing for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up Sequential Ringing for.

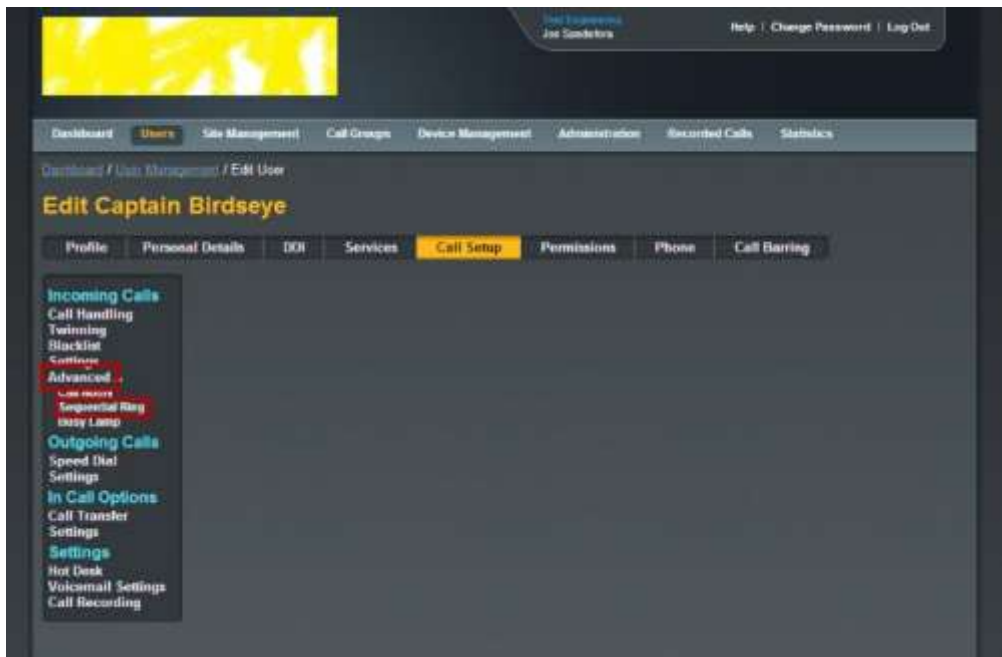


Click "Call Setup"

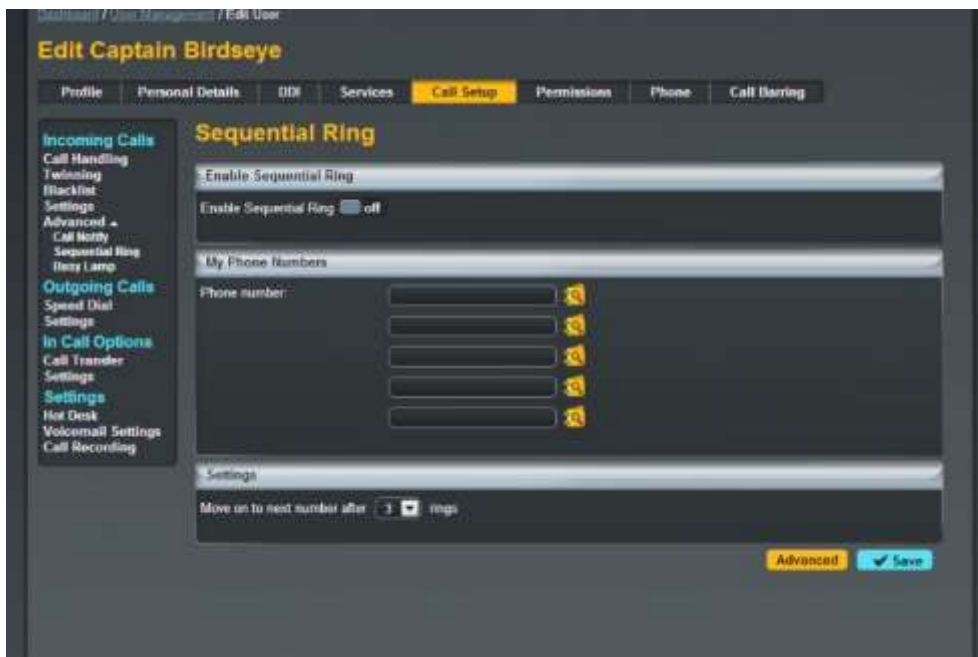


Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Sequential Ringing".





Set the "Enable Sequential Ring" tab to "On", enter the user's telephone numbers and how many rings before you move onto the next number then click "Advanced".

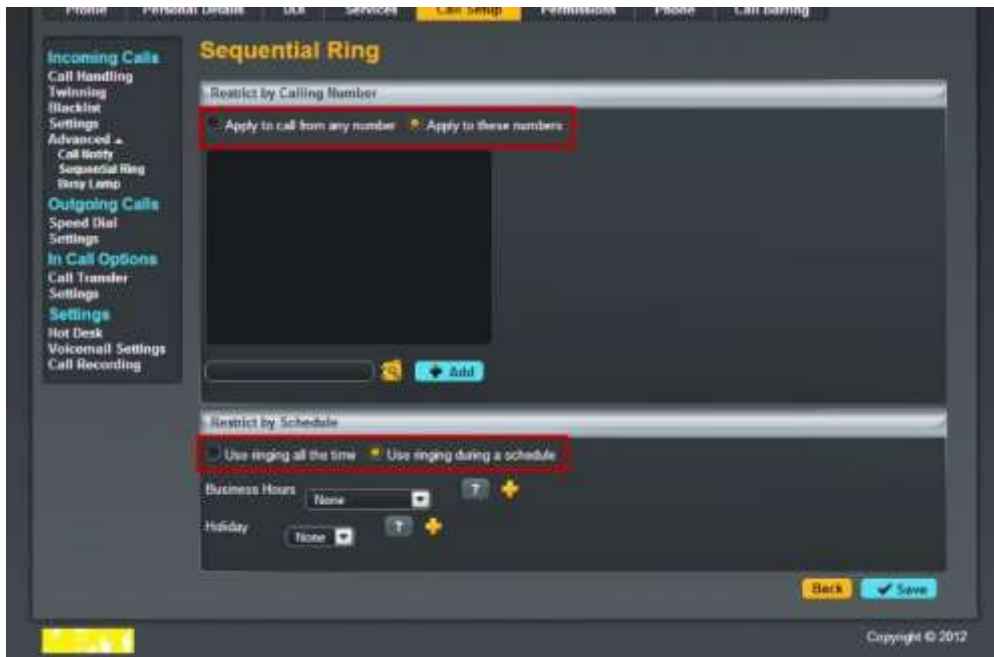


Select "Apply to these numbers" if you want Sequential Ringing for when a specific number calls you, "Use ringing during a schedule" for when a call comes to you during a certain schedule.

You can use both at the same time, or just choose one.

Click "Save" when you've completed this.





## Busy Lamp

Busy Lamp allows you to monitor other users to see if they are available or on a call. This feature is only available to a phone that supports it. When implemented, the phone will show the user's caller id on the pre-defined line keys on your device. This line key can also be used as a speed dial to contact your colleague's number quickly when transferring a call or when needing to speak to them directly. This function is set up by the Administrator only.



Cisco handset available



Cisco handset unavailable



Polycom handset available



Polycom handset unavailable

The maximum number of BLFs is 50 where supported by the relevant hardware. The programming of these BLFs is done within the Horizon interface under the Busy Lamp Field section.

### BLFs on Polycom 650



A total of 46 Busy Lamp Fields can be made available to the end user by attaching 3 side car units to the Polycom 650.

### BLFs on Cisco devices



A total of 50 Busy Lamp Fields can be made available to the end user by attaching 2 side car units to the Cisco 5XX range of devices.

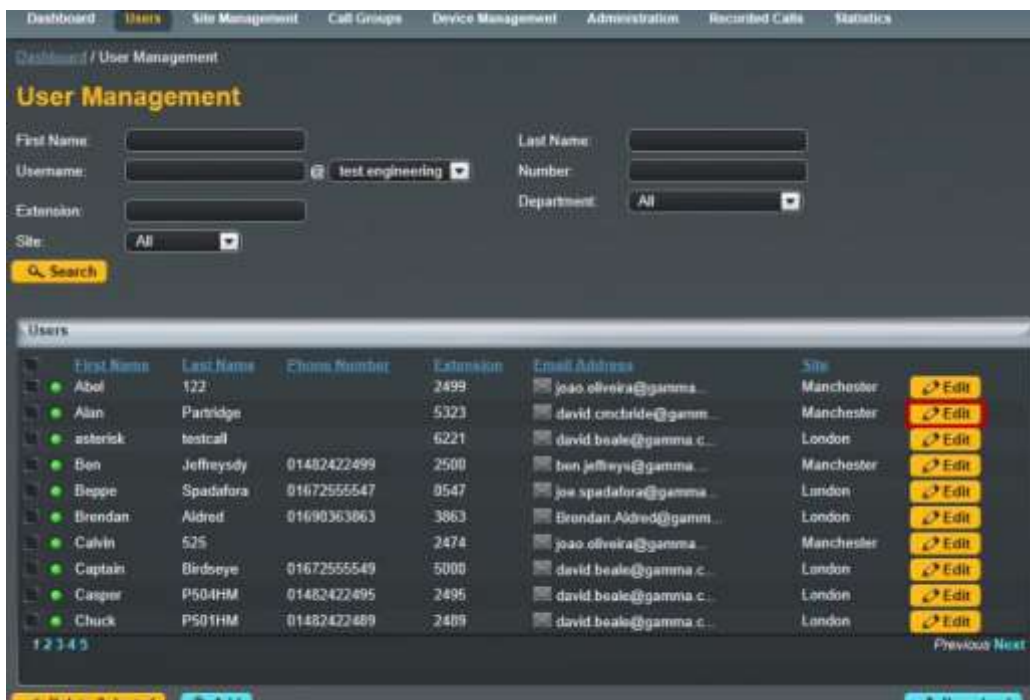
**Please note when using Cisco sidecars, contacts monitored on hidden pages on the side car (e.g. buttons 16 – 30 in the above single unit example) will not be visible to monitor unless the second page button is pushed.**

To set up a busy lamp, hover over "Users" and then click "List Users".



Locate the User you want to set up with Busy Lamp. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up Sequential Ringing for.



Click "Call Setup"

**HORIZON**  
Unlimited communications

Test Environment Joe Scatena Help | Change Password | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

### Edit Brendan Aldred

Profile Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

**Account Details**

Title: Mr

First Name: Brendan Last Name: Aldred

Username: BAldred@test.engineering Department: None

Mobile:  Email: Brendan.Aldred@gamma.i

**Settings**

Enable Hot Desk ? Yes ☐ No ☒

admin@horizon.co.uk/webapp/7/widget/interfaces/5tabstable-samba...

Under the "Incoming Calls" section of the side-menu, click "Advanced" and then "Busy Lamp".

**Edit Captain Birdseye**

Profile Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

**Incoming Calls**

- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced**
  - Use menu
  - Personal Ring
  - Busy Lamp**

**Outgoing Calls**

- Speed Dial
- Settings

**In Call Options**

- Call Transfer
- Settings

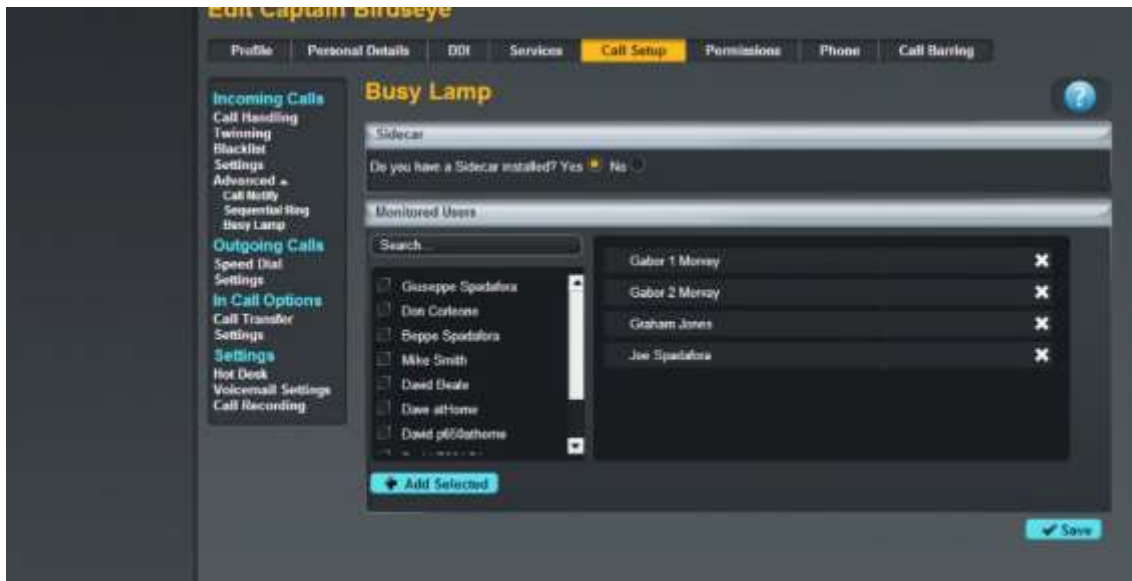
**Settings**

- Hot Desk
- Voice Mail Settings
- Call Recording

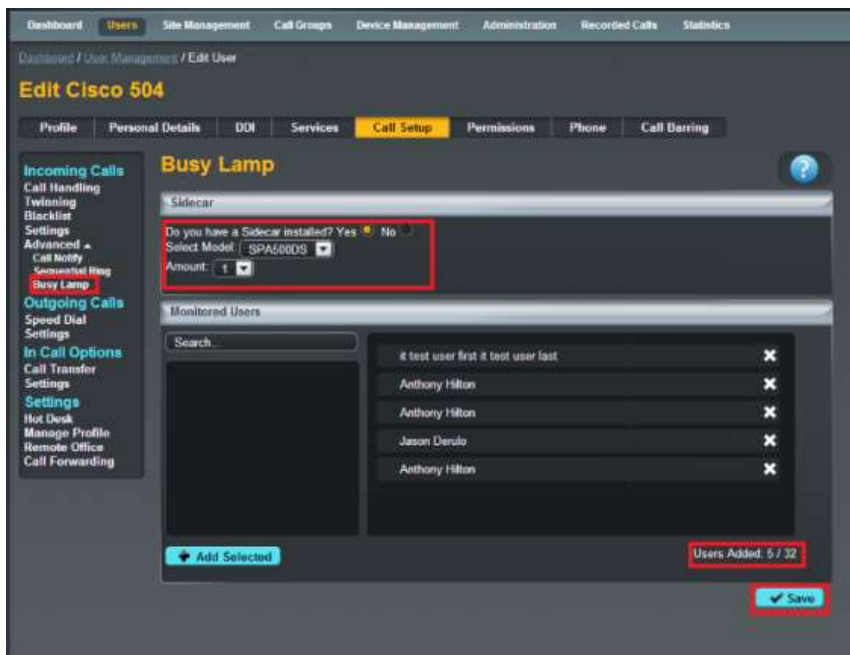
Horizon will detect to see if the user's device is compatible for Busy Lamp. If not, you'll be returned with an error message.

If the handset is compatible for Busy Lamp, select if you have a Sidecar installed, and then what users you want to be "monitored".

Click Save



You can also see the number of sidecars there are available and view contacts assigned to the maximum of BLFs available on the attached devices. An indicator of BLFs used is also shown in the bottom right hand corner of the screen.



## Speed Dial

Each user is able to set up their own speed dial so they can call people quicker, using either 1 digit or 2 digit numbers. To make a call using 1 digit dialling, just enter the number and then push the dial button on your device. To use the 2 digit dialling, enter a hash (#) and then the 2 digits, and then press the dial button on your device.

To set up your speed dial, click on the 1 digit or 2 digit dialling tab and then click the “Add New” to add a new speed dial entry. Then you are able to add a new contact by inputting their name and number or by selecting a contact from your directory.



The image shows a 'Speed Dial' configuration window. At the top, there's a title bar with a question mark icon. Below it, the window is titled 'Speed Dial Numbers'. There are two tabs: '1 Digit Dialling' (selected) and '2 Digit Dialling'. The main area contains a table with columns 'Name' and 'Destination'. There are four rows, each with a number in a small box (2, 3, 4, 5) and a corresponding input field. To the right of each input field are two icons: a yellow crown and a magnifying glass. At the bottom left of the table area is a blue button with a plus icon and the text 'Add New'. At the bottom right is a blue button with a checkmark icon and the text 'Save'.

### Set Up User 1 or 2 Digit Dialling

Hover over "Users" and then click "List Users".



Locate the User you want to set up 1 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Click the "Edit" button next to the User you wish to set up 1 Digit Dialling for.



Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management

## User Management

First Name:  Last Name:

Username:  @ test engineering

Extension:  Number:

Site:  All  Department:  All

**Users**

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Abel	122		2499	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
<input type="checkbox"/>	Alan	Partridge		5323	david.cmcbride@gamm...	Manchester	<input type="button" value="Edit"/>
<input type="checkbox"/>	asterisk	testcall		6221	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
<input type="checkbox"/>	Ben	Jeffreysdy	01482422499	2500	ben.jeffreys@gamma...	Manchester	<input type="button" value="Edit"/>
<input type="checkbox"/>	Beppe	Spadafora	01672555547	0547	joe.spadafora@gamma...	London	<input type="button" value="Edit"/>
<input type="checkbox"/>	Brendan	Aldred	01690363863	3863	Brendan.Aldred@gamm...	London	<input type="button" value="Edit"/>
<input type="checkbox"/>	Calvin	525		2474	joao.oliveira@gamma...	Manchester	<input type="button" value="Edit"/>
<input type="checkbox"/>	Captain	Birdseye	01672555549	5000	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
<input type="checkbox"/>	Casper	P504HM	01482422495	2495	david.beale@gamma.c...	London	<input type="button" value="Edit"/>
<input type="checkbox"/>	Chuck	P501HM	01482422489	2489	david.beale@gamma.c...	London	<input type="button" value="Edit"/>

1 2 3 4 5 Previous Next

Click "Call Setup"

**HORIZON**  
Unlimited communications

Test Engineering  
Joe Spadafora

Help | Change Password | Log Out

Dashboard **Users** Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / User Management / Edit User

## Edit Brendan Aldred

**Profile** Personal Details DOI Services **Call Setup** Permissions Phone Call Barring

**Account Details**

Title:  Mr

First Name:  Brendan

Last Name:  Aldred

Username: BAldred@test.engineering

Department:  None

Mobile:

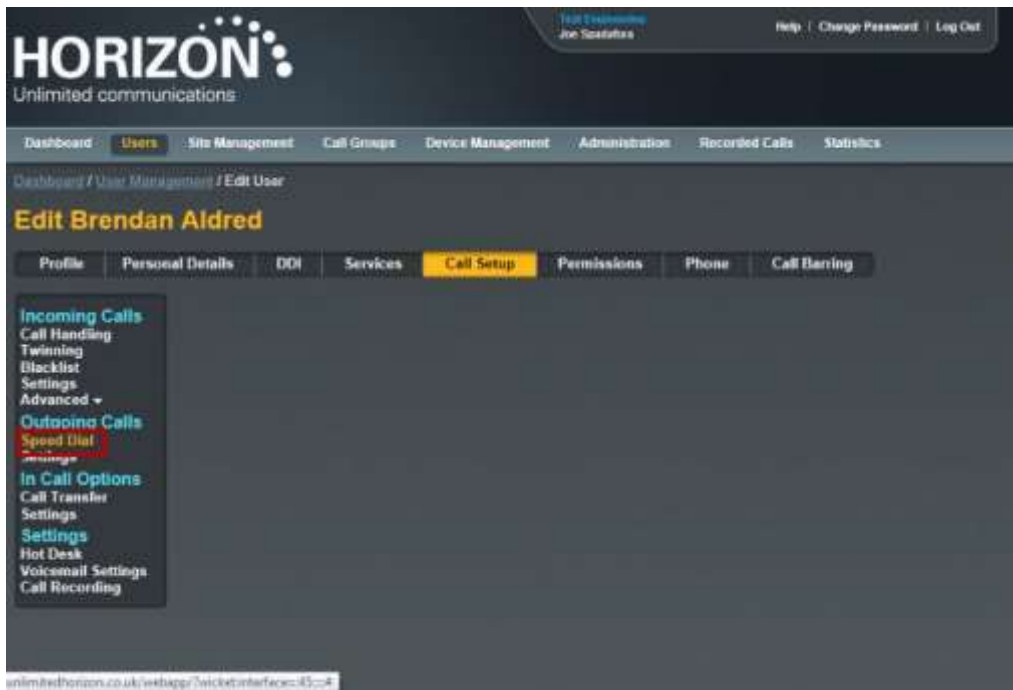
Email:  Brendan.Aldred@gamma.i

**Settings**

Enable Hot Desk ? Yes ☒ No ☐

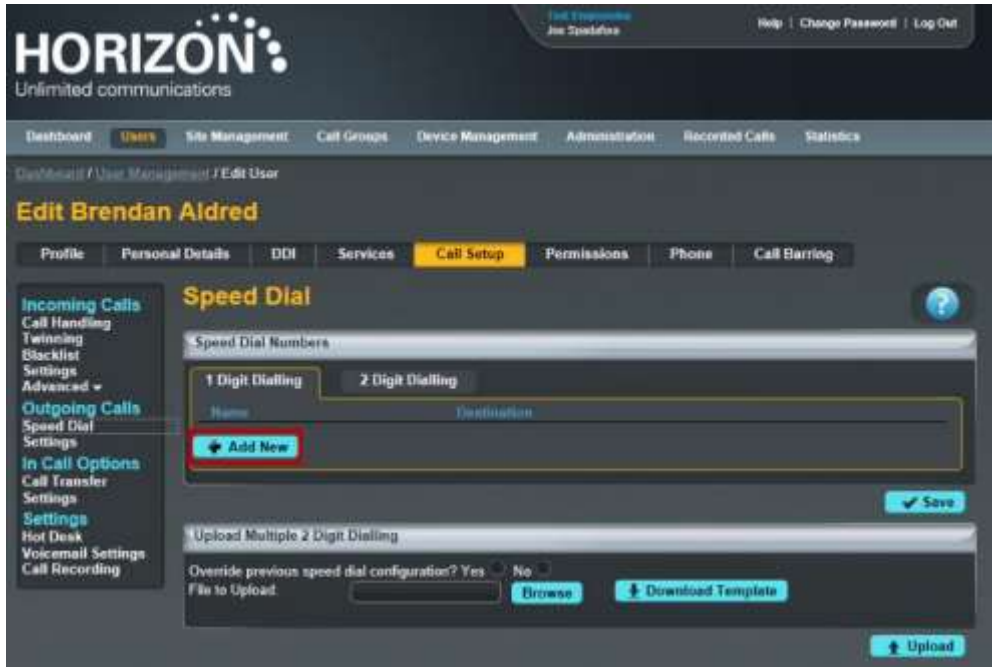
unlimitedhorizon.co.uk/webapp/twicketinterface=45-tabx-tabx-conta...

Under the "Outgoing Calls" section of the side-menu, click "Speed Dial".

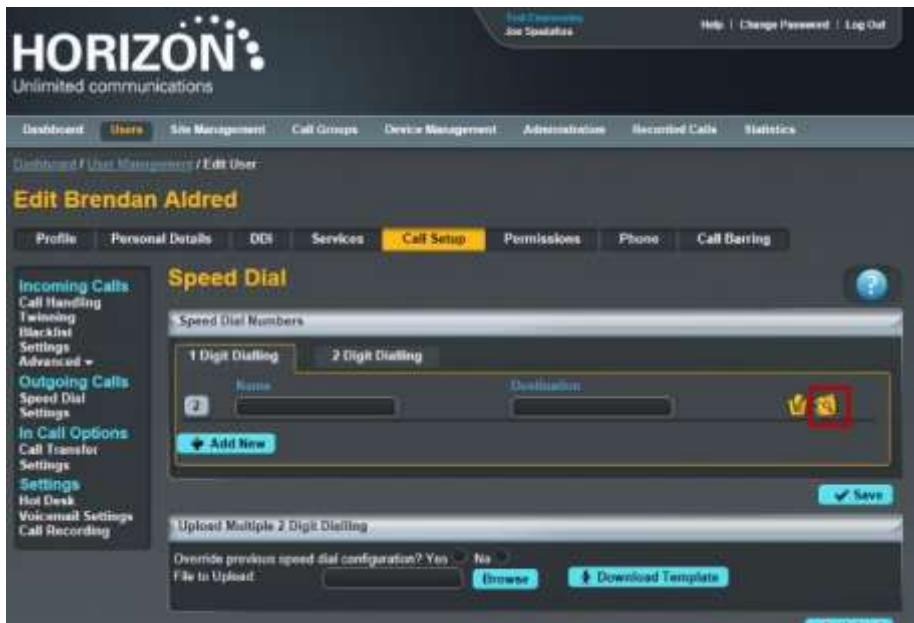


1 Digit Dialling is defaulted. Click "Add New" for 1 digit dialling.

For 2 digit dialling, click the 2 Digit Dialling tab and then click "Add New".



Click the "Search Directory" icon.



Use the Search Directory fields (minimum of one field must be completed) and click "Search".

## Search Directory

Number

Extension

First Name

Last Name

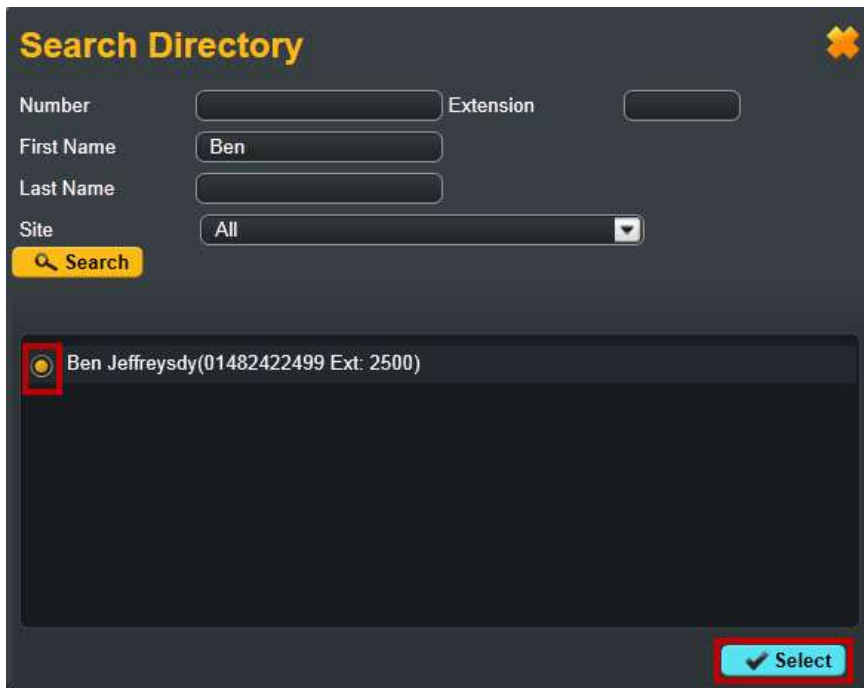
Site

All

Search

Select

Click the radio button next to the User you want to assign to the telephone number and click "Select".



**Search Directory**


Number  Extension

First Name

Last Name

Site

**Search**

 Ben Jeffreysdy(01482422499 Ext: 2500)

**Select**

Click Save.



**HORIZON**  
Unlimited communications

Dashboard **Users** Site Management Call Groups Device Management Administration Recording Calls Statistics


Dashboard / User Management / Edit User

**Edit Brendan Aldred**

Profile Personal Details DID Services **Call Setup** Permissions Phone Call Barring

**Speed Dial**

Speed Dial Numbers

1 Digit Dialling		2 Digit Dialling	
Name	Destination		
 Ben Jeffreysdy	01482422499		

**Add New**

**Save**

Upload Multiple 2 Digit Dialling

Override previous speed dial configuration? Yes ☐ No ☒

File to Upload:  **Browse** **Download Template**

## Set Up User Bulk 2 Digit Dialling

- Hover over "Users" and then click "List Users".
- Locate the User you want to set up 2 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.
- Click the "Edit" button next to the User you wish to set up 2 Digit Dialling for.
- Click "Call Setup"

- Under the "Outgoing Calls" section of the side-menu, click "Speed Dial".
- Under the "Upload Multiple 2 Digit Dialling" area of the GUI, click "Download Template".
- This is a csv file and needs to stay a csv when it is uploaded once completed
- Click the "Search Directory" icon.
- Use the Search Directory fields (minimum of one field must be completed) and click "Search".
- Click the radio button next to the User you want to assign to the telephone number and click "Select".
- Click Save.

## Outgoing Call Settings

Outgoing call settings allows you to set up some configurations that will affect your outgoing calls.

### Automatic Call Back

If you call another Horizon user within your company and they are busy, Automatic Call back allows you to be notified when they are off the phone. This function can be set up by the Administrator for a user

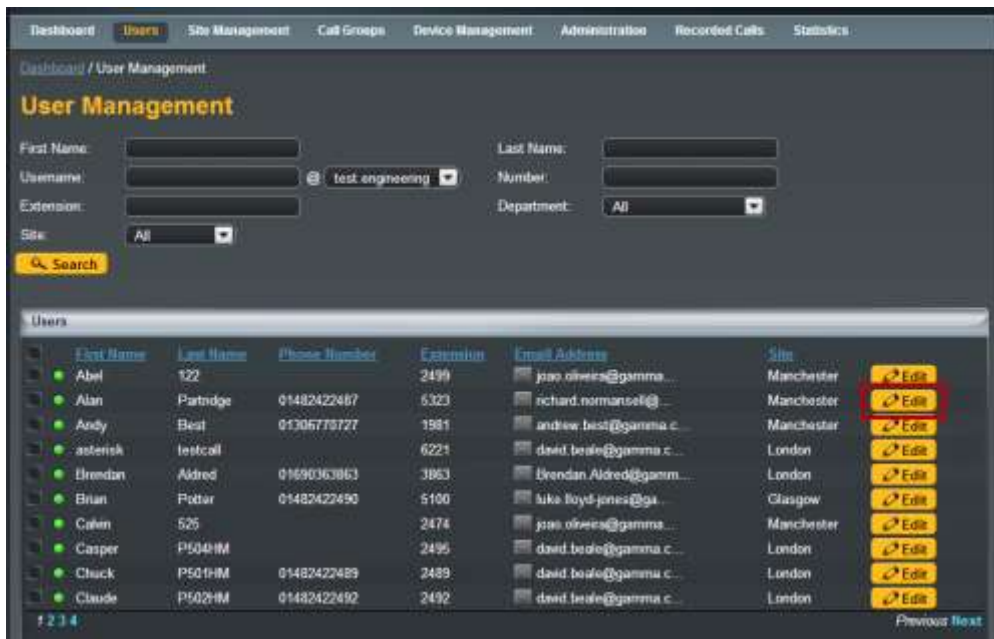
Menu Access #9

Deactivation #8

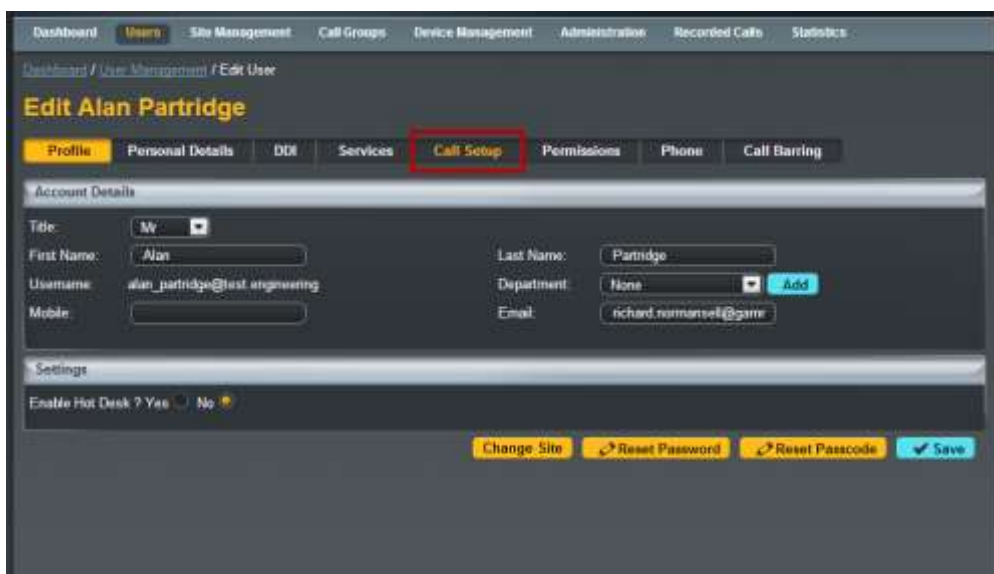
Click "Users" and then "List Users".



Select the user which you wish to apply the Automatic Call Back option for and click the "Edit" button.



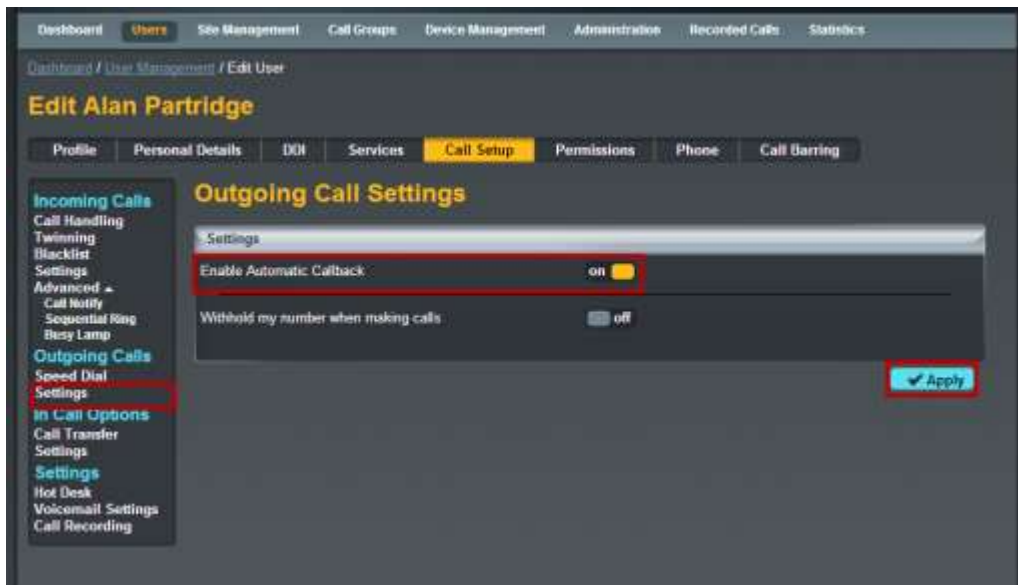
Click the "Call Setup" link.



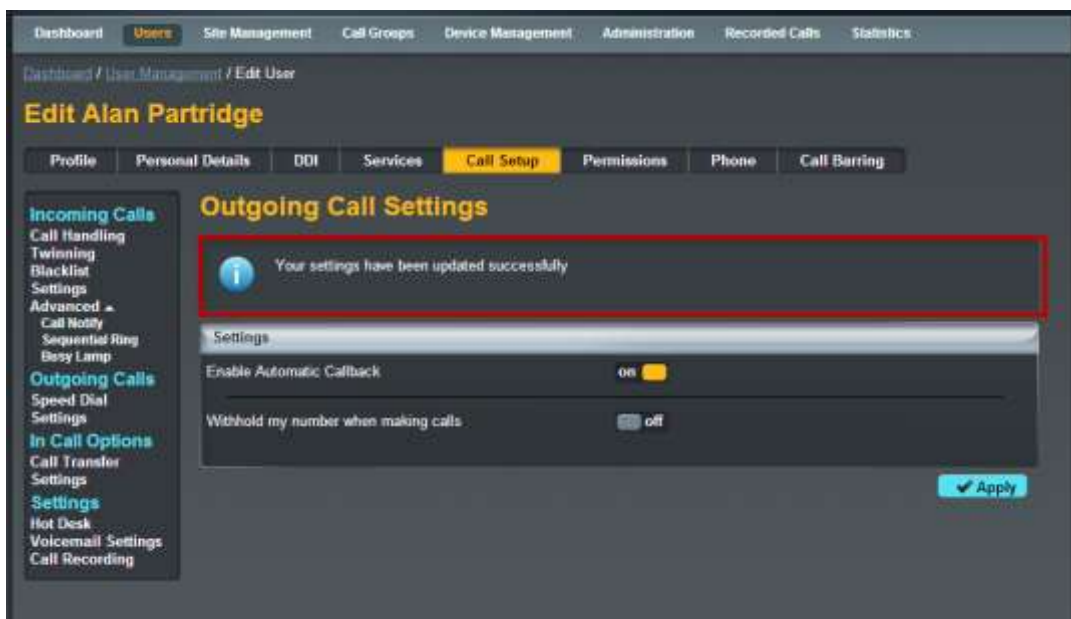
Select "Settings" under the "Outgoing Calls" tab.

Within the settings menu, change the corresponding radio button to "Enable Automatic Call-back" to On or Off, and then click "Apply".





The information message "Your settings have been updated successfully" will be displayed once the Automatic Call Back feature has been turned on or off.



## Number Withheld

You are also able to make your number withheld which will allow you to hide your number when making outgoing calls.

## Outgoing Call Settings

Settings

Enable Automatic Callback

off

Withhold my number when making calls

off

✓ Apply

## Anonymous Call Rejection

Anonymous Call Rejection enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group

Short codes:

Activate           \*77

Deactivate       \*87

## Turn Anonymous Call Rejection On or Off using GUI

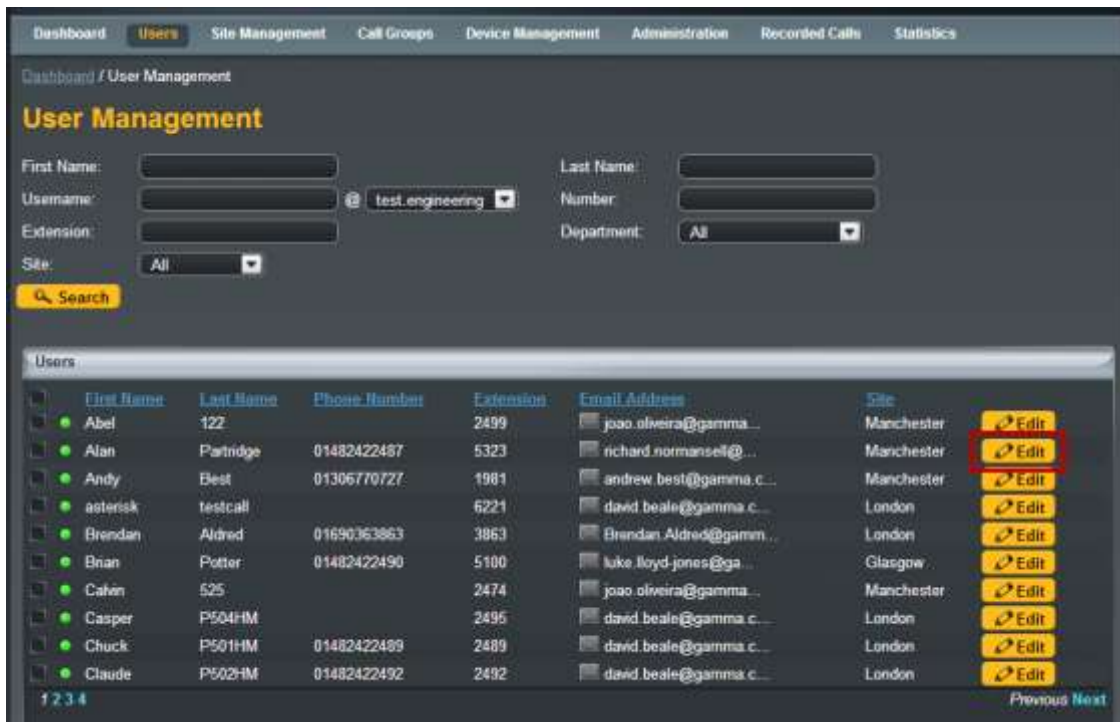
Click "Users" and then "List Users".

The screenshot shows the Horizon Administrator web interface. The top navigation bar includes links for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The 'Users' section is active, and the 'List Users' button is highlighted with a red box. The main content area displays a 'Calls per week' bar chart, a 'Subscription Summary' table, and a 'Top 10 Callers' list.

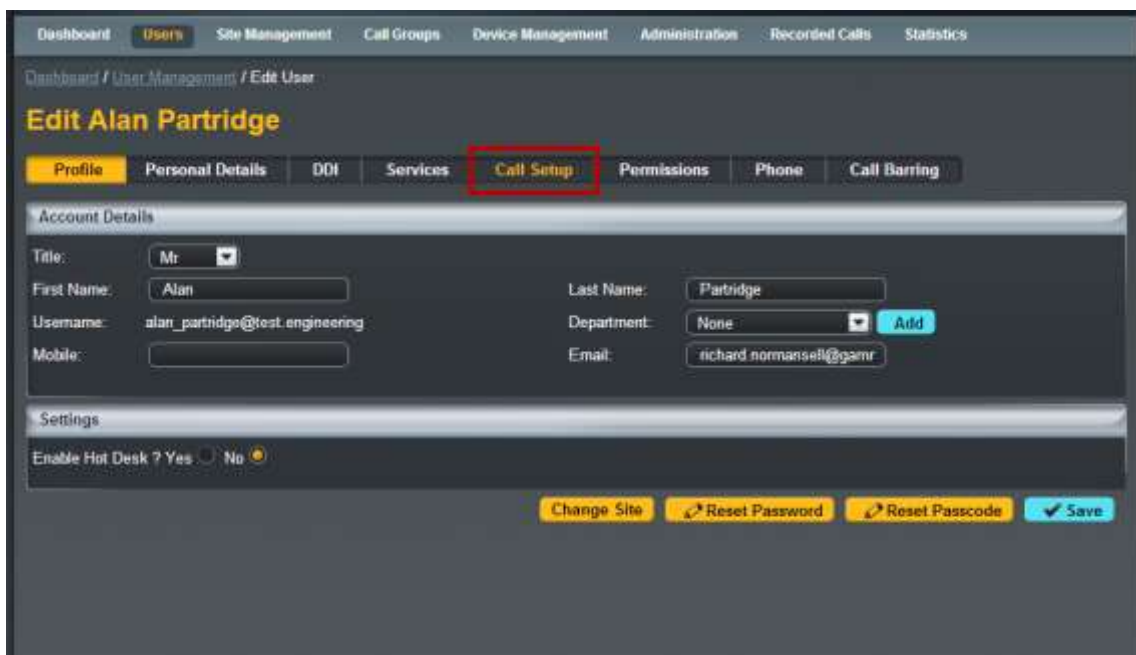
Name	Used	Available
Premium	31	8
Standard	9	13
GroupAdvancedSettings	3	4
Call Queue Group User	2	0
Voice Mail	34	11

Rank	Caller	Minutes
1	Donald Duck (16)	
2	Manchester TSC (13)	
3	Pascal 335 (11)	
4	Paco 331 (10)	
5	Claude P502M (9)	
6	David Holland (9)	
7	Brian Potter (7)	
8	Pancho 450 (7)	
9	Mark G - Desk (6)	
10	Sheldon Cooper (6)	

Select the user which you wish to apply the Anonymous Call Rejection for and click the "Edit" button.



Click the "Call Setup" link.



Select "Settings" and within the Incoming Calls menu, change the corresponding radio button to "Reject Withheld Numbers" and then click "Apply".



The information message "Your settings have been updated successfully" will be displayed once the Anonymous Call Rejection has been turned on or off.



## Click to Dial

Click to Dial enables a user to use the Horizon GUI to call someone within the Horizon directory. To do this, you just click on the telephone icon that is next to the user.



## Device Customisation

The Administrator or user (if granted permission by the administrator) can configure line keys for options such as Busy Lamp Fields or Speed Dials only and soft key options such as feature short cuts, redial, DND and Group Pickup for their device via the Horizon interface and these will be stored on the device during firmware updates.

Unlike other services, you can also configure the phone for different call states such as “Idle” or “Connected”.

The customisation is dependent upon the type of handset – please see the following sections for details – however the following handsets can be customised:

- Cisco 502
- Cisco 504
- Cisco 525
- Cisco SPA500S side car
- Polycom 450
- Polycom 650
- Polycom VVX 410
- Polycom VVX 500 (line keys only)
- Polycom Soundstation side car

## Device Customisation - Polycom

It is possible to configure and reset line keys on the handset, line keys on the side cars and also the soft keys on the handset.

### Assigning a Speed Dial to a Line Key on a handset

Note: when you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use, Horizon will wait until the device is free and then restart.

Click Device Customisation Button



[Dashboard](#) / [User Management](#) / [Edit User](#)

## Edit Polycom 650


Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring


### Device Details

Vendor: Polycom  
Model: 650  
Codec: G711  
Mac Address: 12:34:56:78:9A:BC  
Profile Type: Polycom 650 Dynamic

 Device Customisation

 Manage Soft Clients

 Change Codec

 Change Device

 Unassign Device

Click Line Key Button

[Dashboard](#) / [User Management](#) / [Edit User](#)

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

### Polycom 650 - Device Customisation



Use this page to customise your device.

Select the features you would like customise from the list below.


#### Soft keys

Customise your devices soft keys

 Soft Keys


#### Line Keys

Customise your devices line keys

 Line Keys

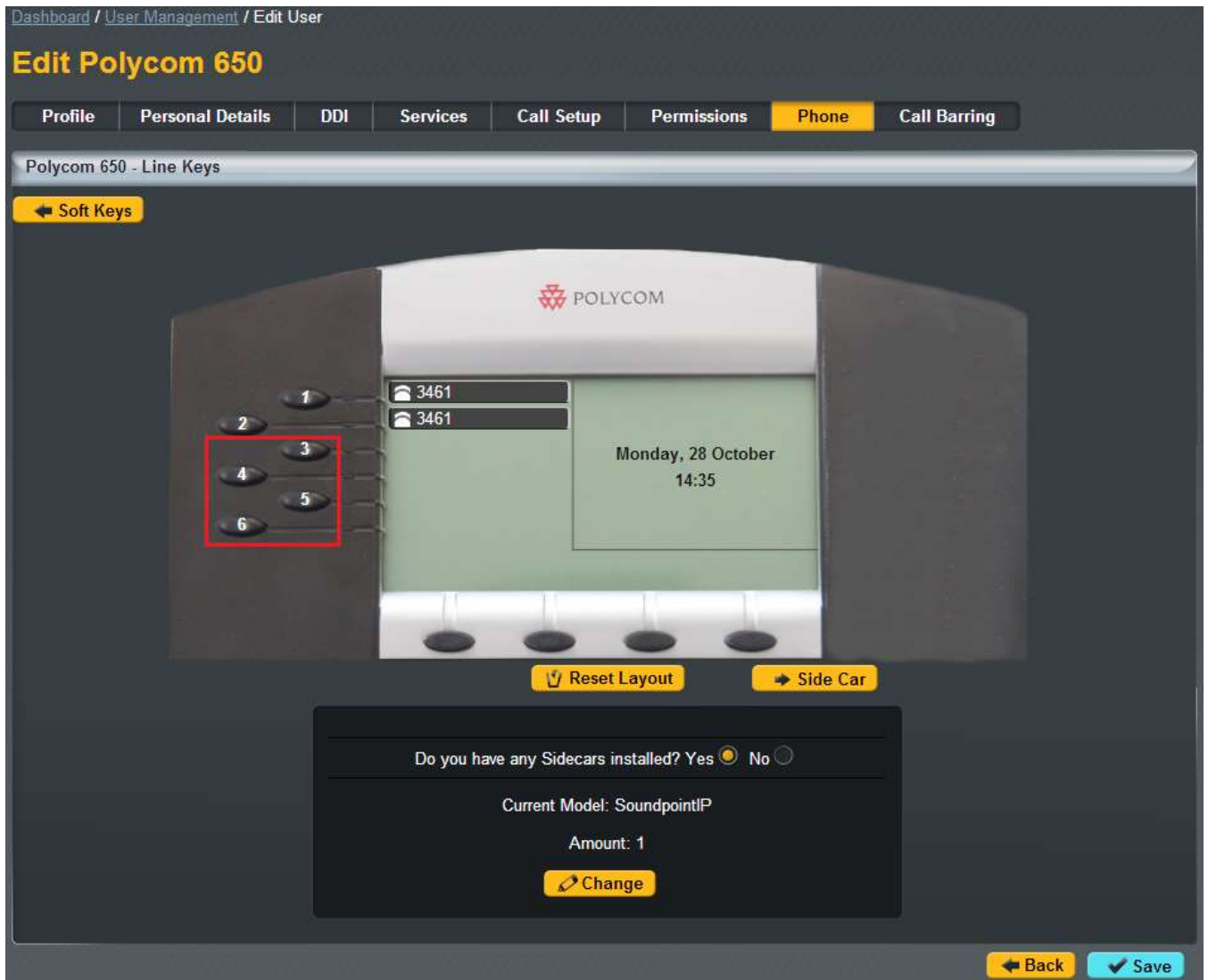
#### Restart Device

Send a request to remotely restart this device


 Restart Device

Click on a line key





Line Keys 1 and 2 are disabled as they are already pre-programmed for your telephone line. You'll be presented with a pop-up window. Select the speed dial option from the dropdown.



### Line Key 3

Please select a line key option from the following dropdown menu

Busy Lamp Field

Speed Dial

Busy Lamp Field

itor a user. You will be able to setup the BLF users on the BLF page  
Incoming Calls > Advanced > BLF.

Save

Close

Enter your speed dial name and number

### Line Key 3

Please select a line key option from the following dropdown menu

Speed Dial

This will allow you to

Name

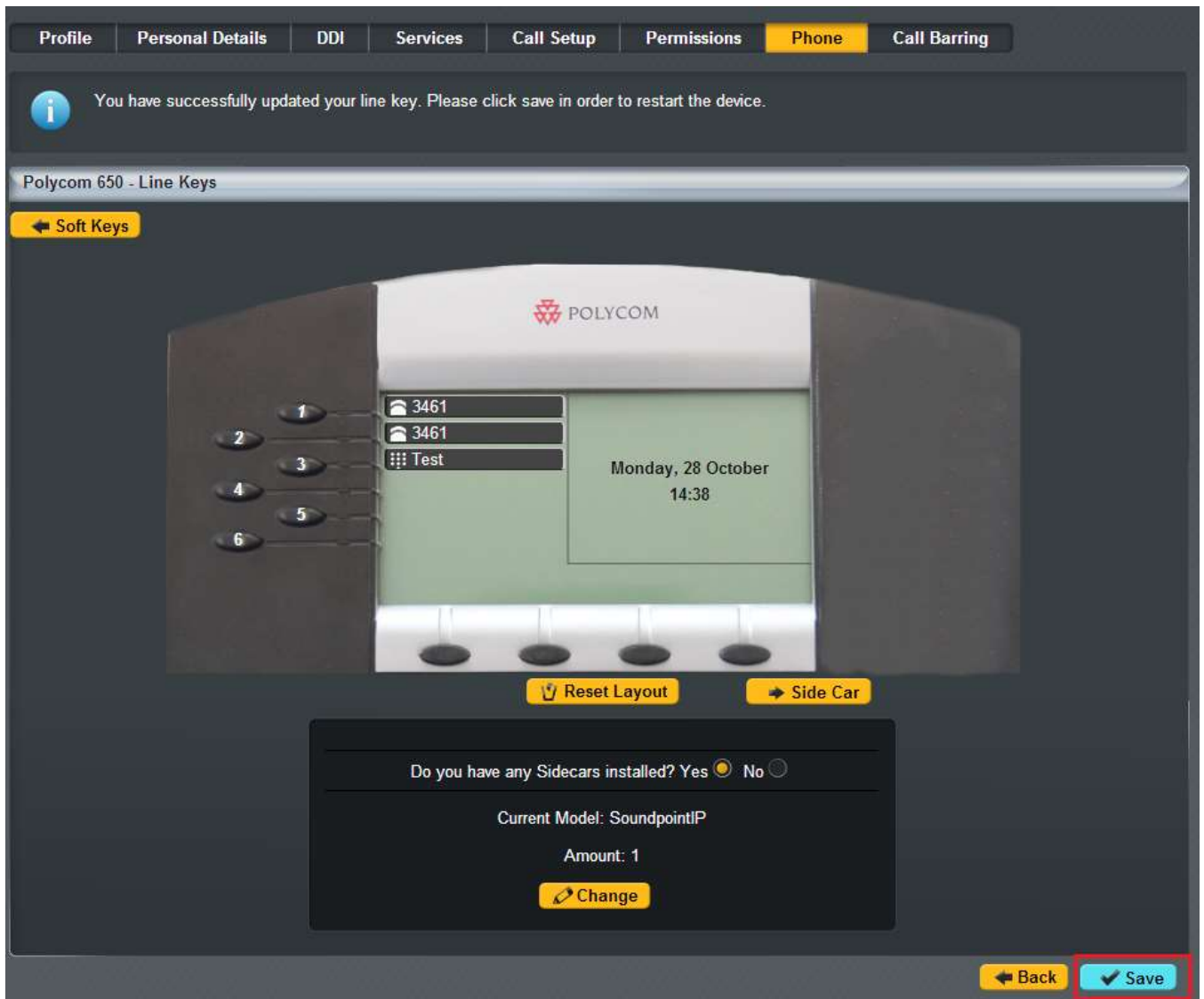
Test

Destination

0123456789

Save

Close



The Horizon Portal will update the label for the line key with the entered speed dial name

Remember to click "Save" once you are finished

### Resetting Line Keys Configuration on a handset

Please be aware that when resetting the layout, the device's configuration and all speed dials are removed, however any Busy Lamp Field users will still be present.

Each of the "Reset Layout" buttons are for that screen only. For example clicking "Reset Layout" on the device screen will only affect that screen and not the side cars.

Click Device Customisation Button

Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

Device Details

Vendor: Polycom  
Model: 650  
Codec: G711  
Mac Address: 12:34:56:78:9A:BC  
Profile Type: Polycom 650 Dynamic

[Device Customisation](#)
[Manage Soft Clients](#)
[Change Codec](#)
[Change Device](#)
[Unassign Device](#)


Click Line Key Button

Dashboard / User Management / Edit User

## Edit Polycom 650

Profile Personal Details DDI Services Call Setup Permissions **Phone** Call Barring

Polycom 650 - Device Customisation



Use this page to customise your device.

Select the features you would like customise from the list below.

**Soft keys**

Customise your devices soft keys

[Soft Keys](#)

**Line Keys**

Customise your devices line keys

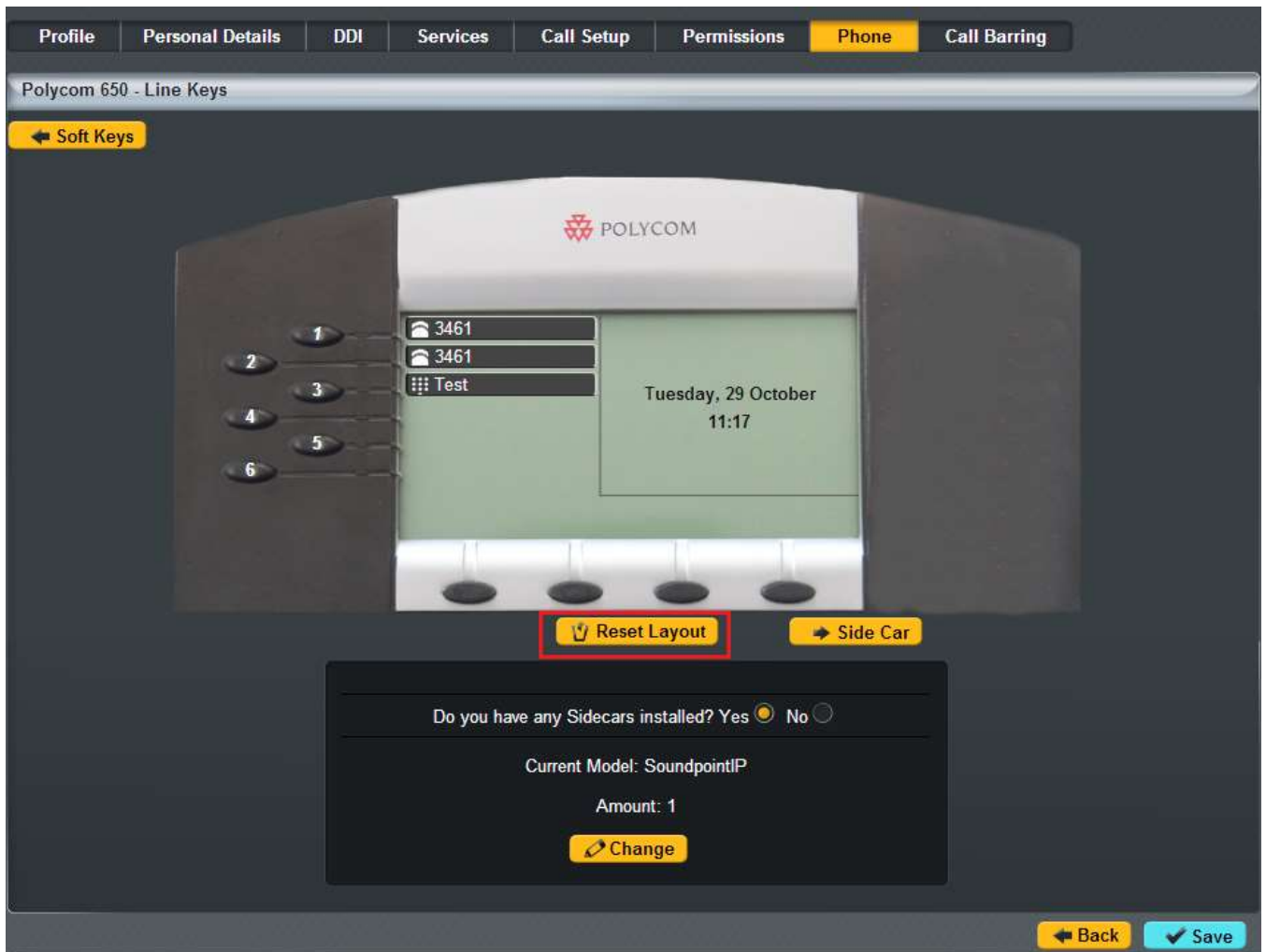
[Line Keys](#)

**Restart Device**

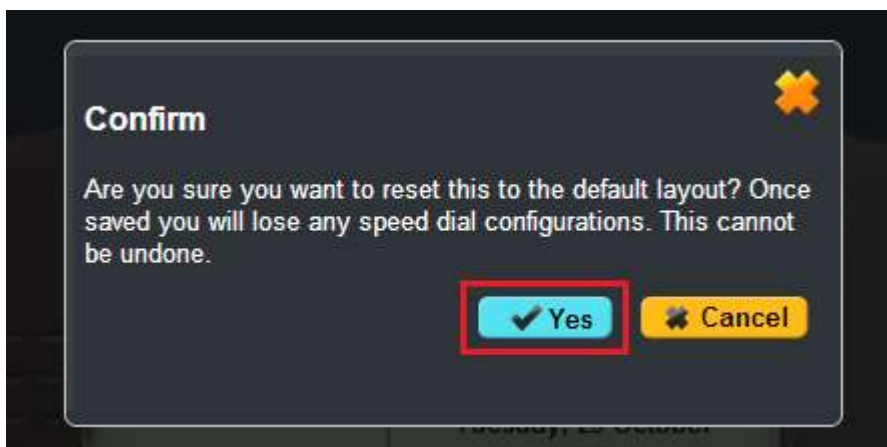
Send a request to remotely restart this device

[Restart Device](#)

Click on "Reset Layout"



Confirm that you would like to reset the layout by clicking "Yes"

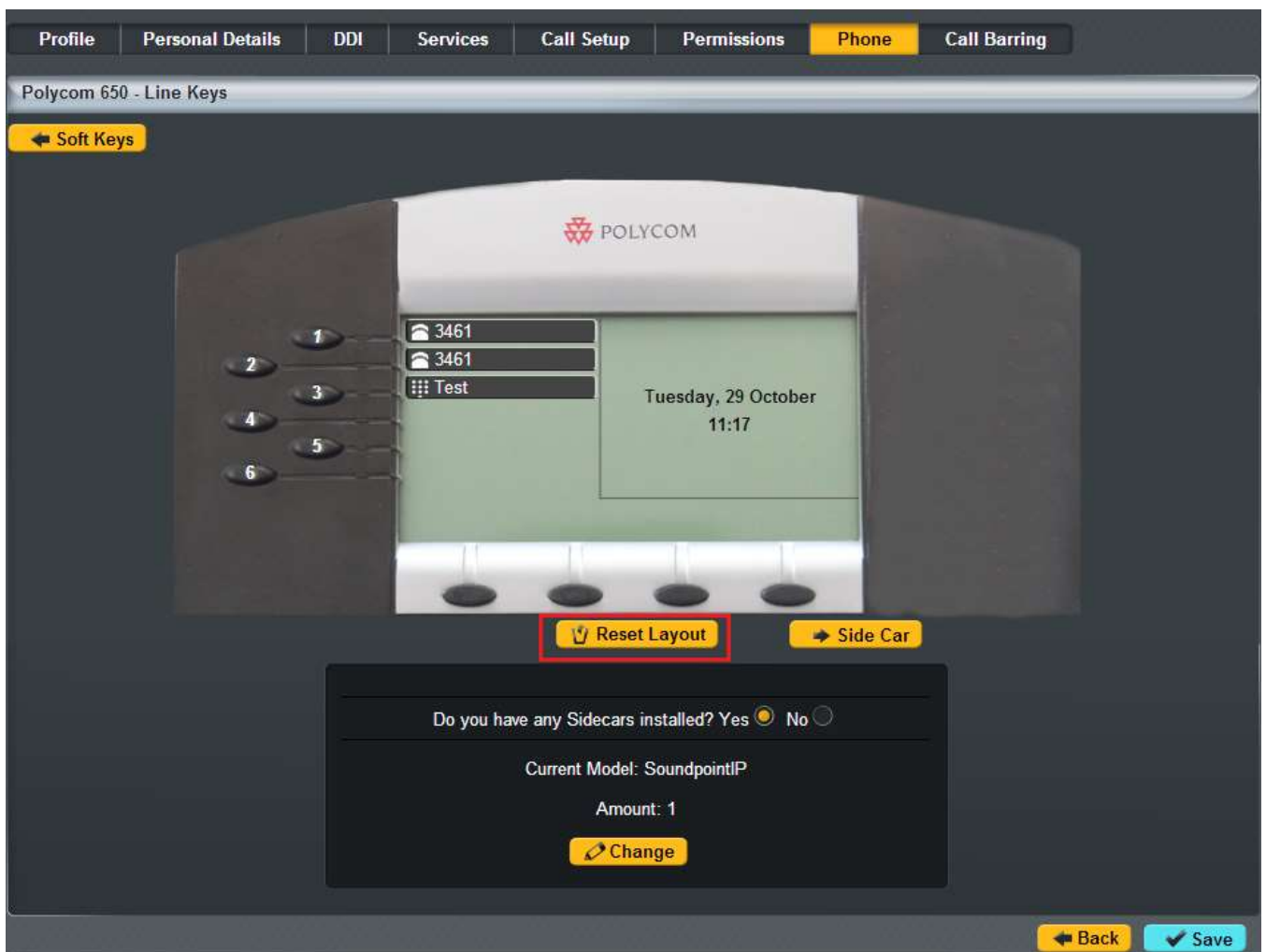


You will see a notification that the layout has been reset



You will receive a notification that the device will reset and this may occur twice.

Remember to click "Save" once you are finished





## Assigning a Speed Dial to a Side Car Line Key.

You have to have a side car set up in order to access the side car screens. Individual BLF's cannot be defined at line key locations. Instead they will populate in the next free line key available that is set to the Busy lamp Field.

Assign a side car if not already done.

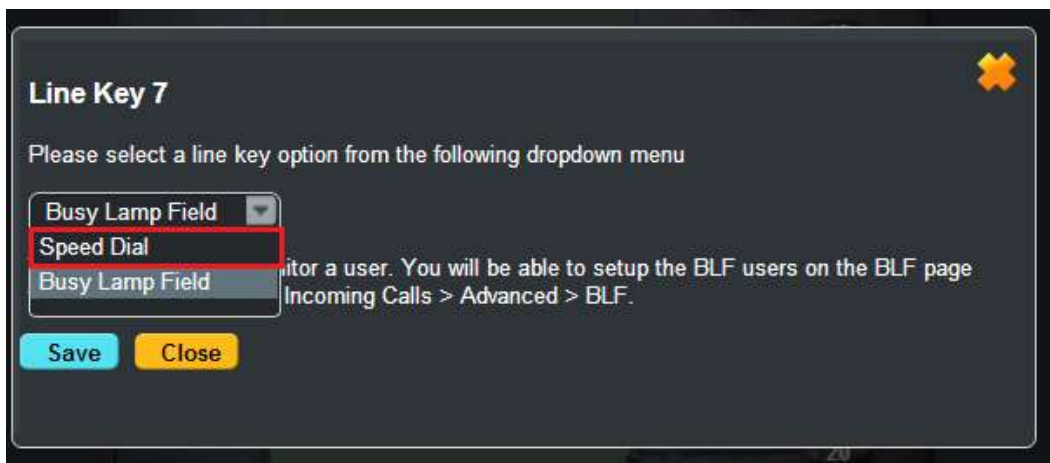
Click the "Side Car" button



Click on a line key number.



Select the speed dial option from the drop down.



Click the "Save" button to update the configuration.



**Line Key 7**

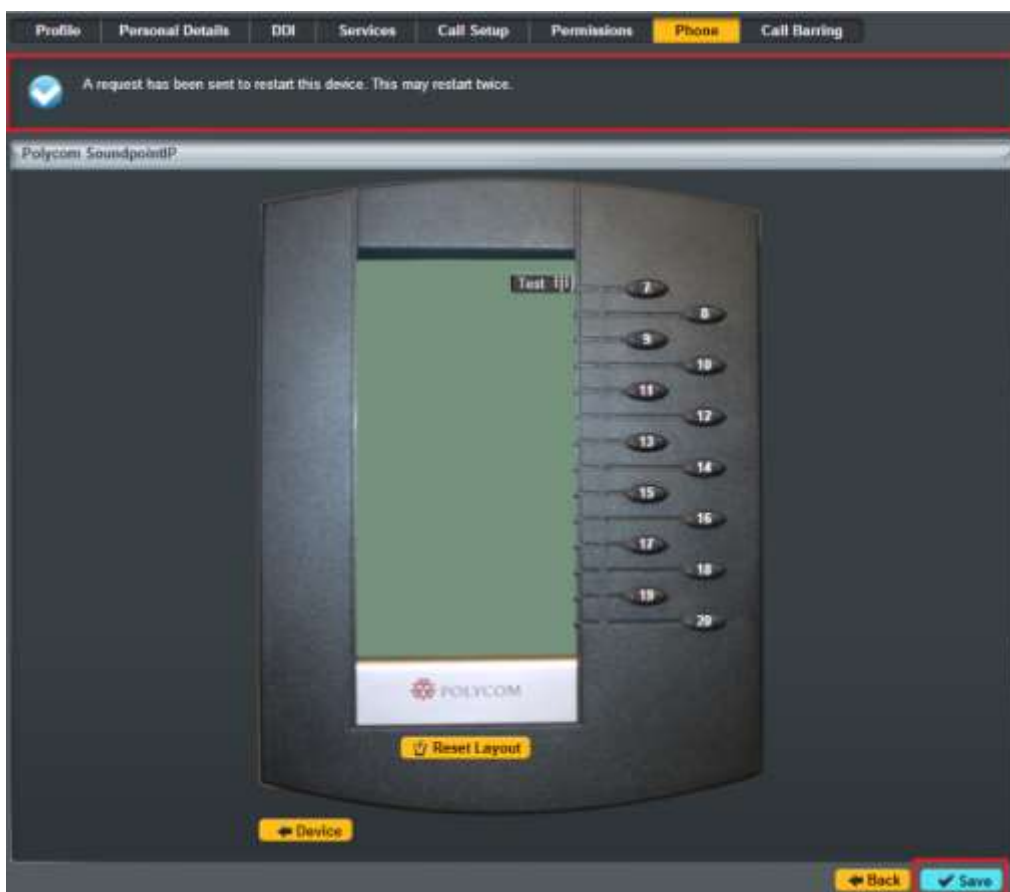
Please select a line key option from the following dropdown menu

Speed Dial ▼

This will allow you to

Name  Destination

Click save on device screen to restart the device in order to download the latest configuration



If your device is not restarted the configuration will automatically be downloaded at midnight.

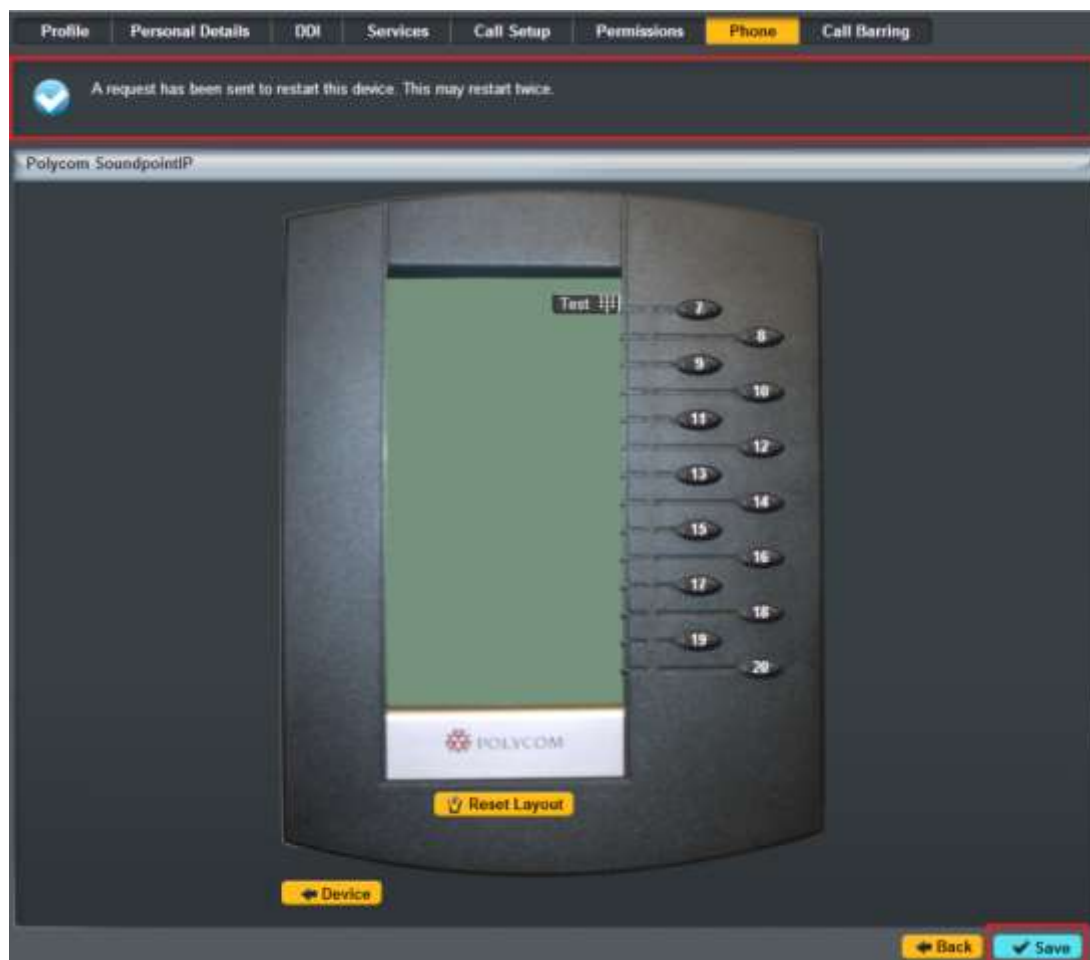
### Resetting Layout on a side car

The layout will be reset for the side car you have selected and not all the side cars that are attached to your device. You have to click save in order to take the update.

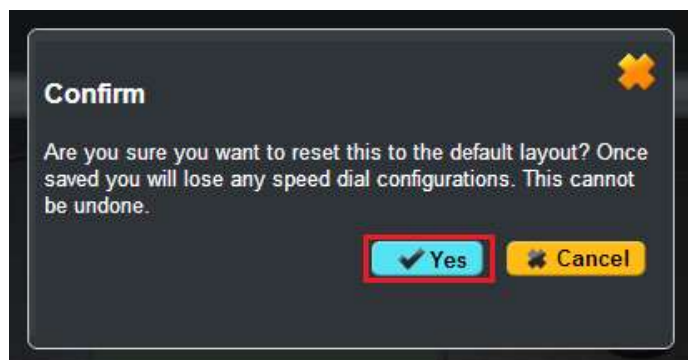
It will only remove speed dials and busy lamp fields will appear in order of free line keys - so if you have busy lamp fields on your 2nd device they will change position

This user guide starts from the selected device side car (User List > Edit > Phone Tab > Device Customisation > Side Car)

Click "Reset Layout"



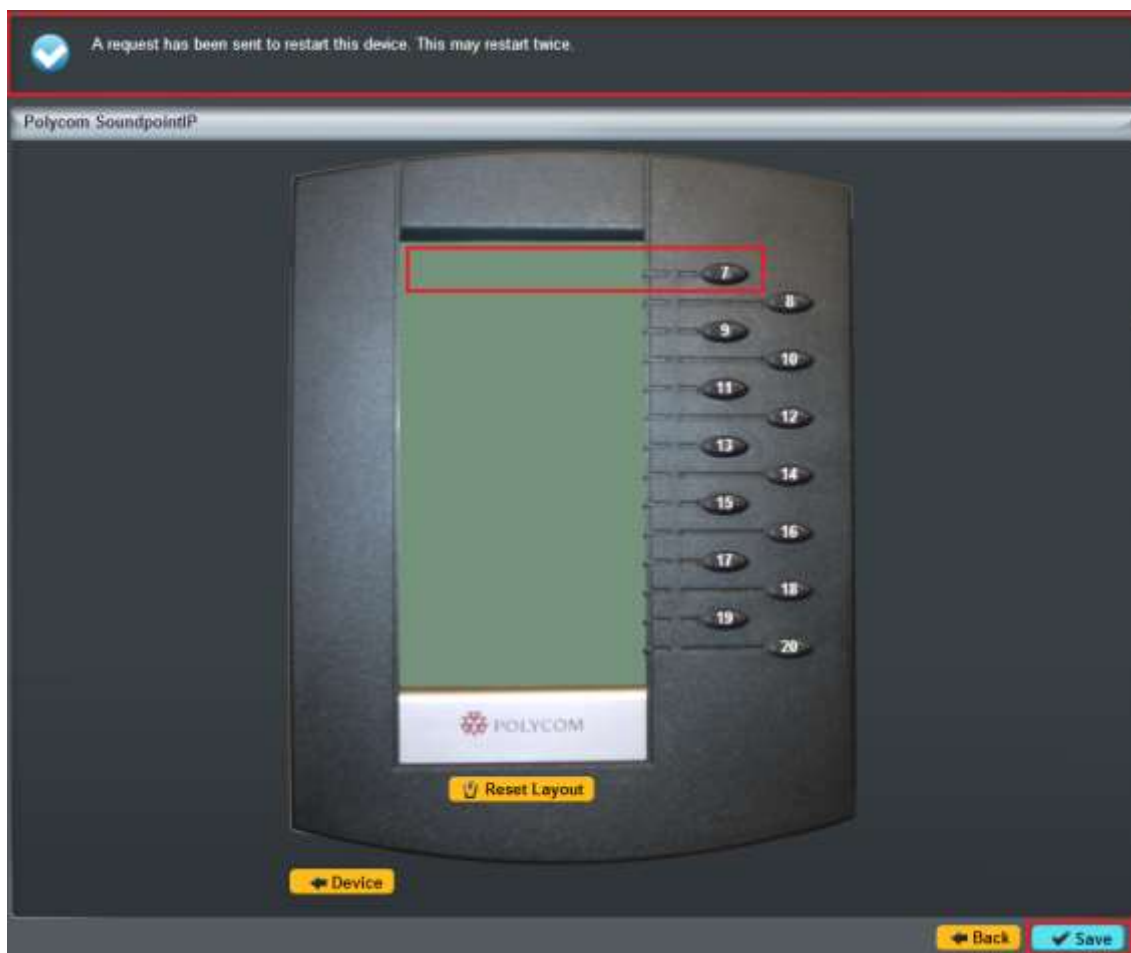
Click "Yes" in the pop up window that appears to confirm the action and a description on what will happen.



The configuration file will remove any speed dials that have been assigned to that selected side car.

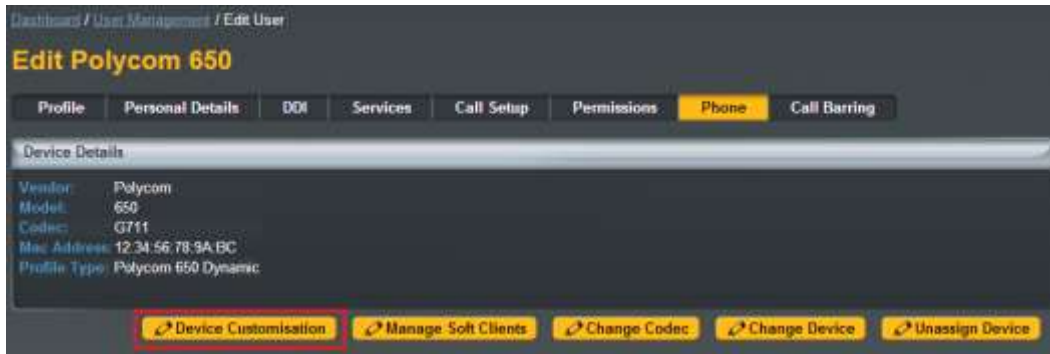


Click "Save" on side car page to restart the device in order for the changes to appear on the device. If Save is not clicked the device will automatically restart at midnight and download the updated configuration file.

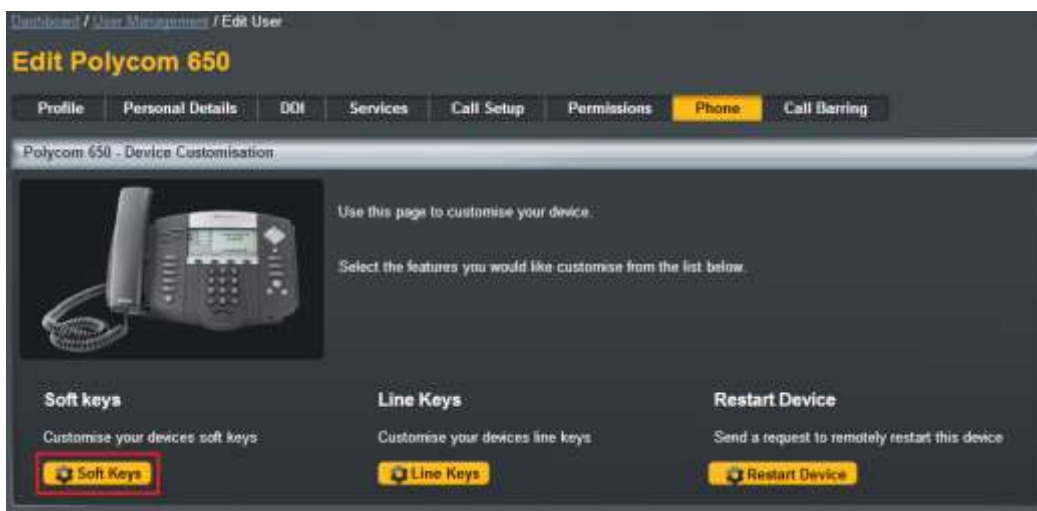


## Assigning Soft Key Options

Click the 'Device Customisation' Button



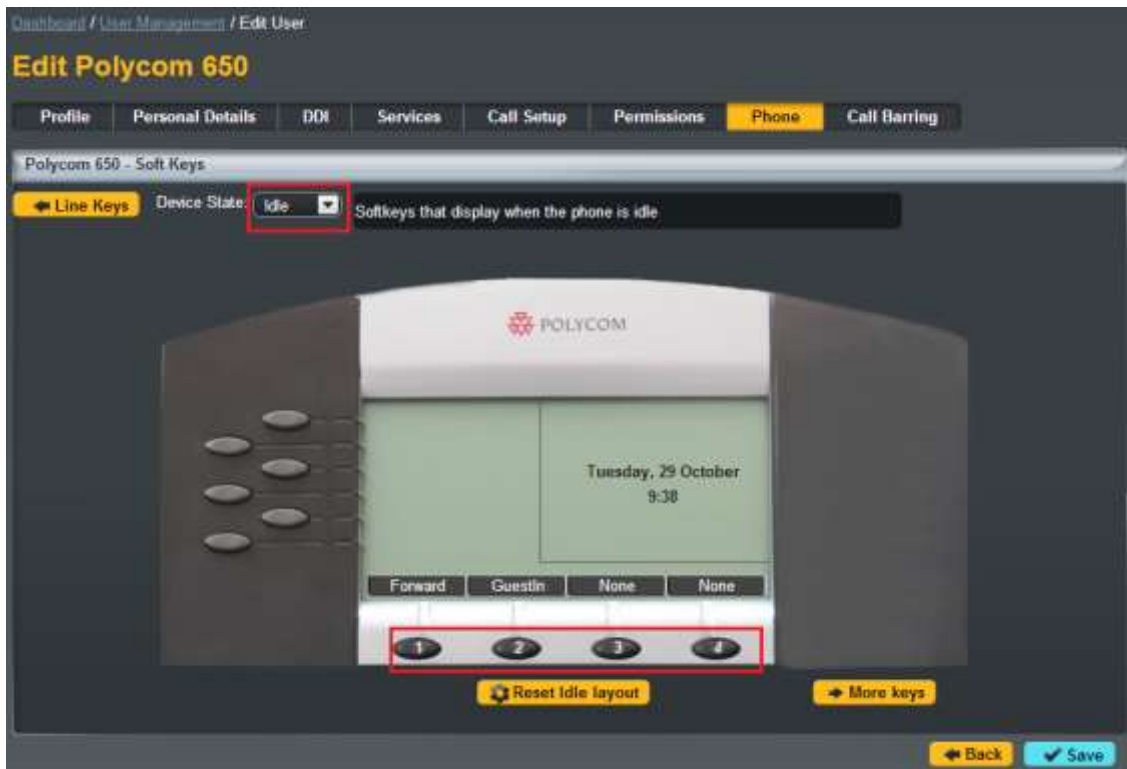
Click the 'Soft Key' Button.



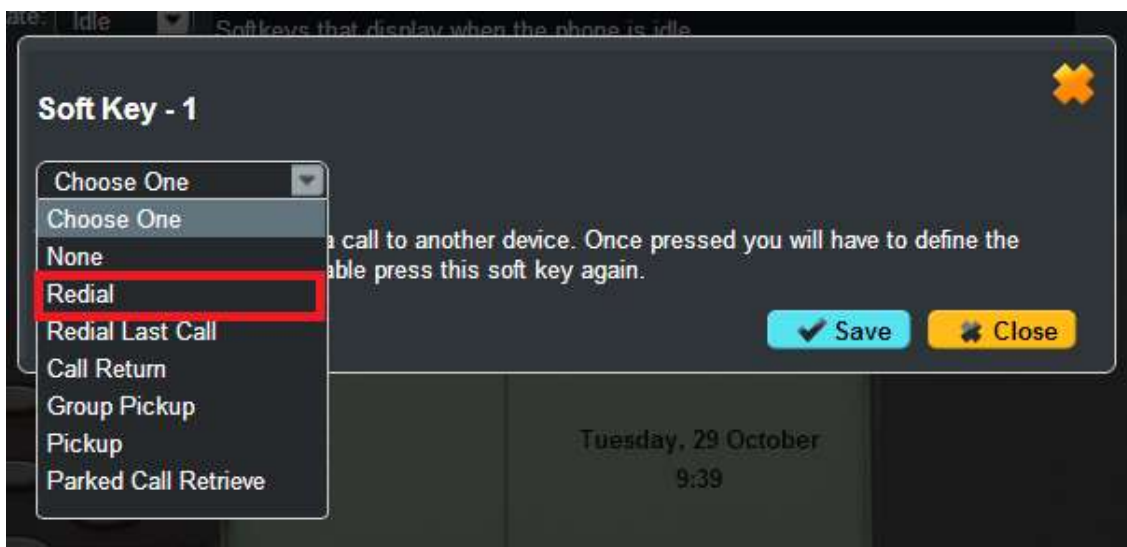
The user can select the device state for which to configure the soft keys.

Click on a Soft Key.

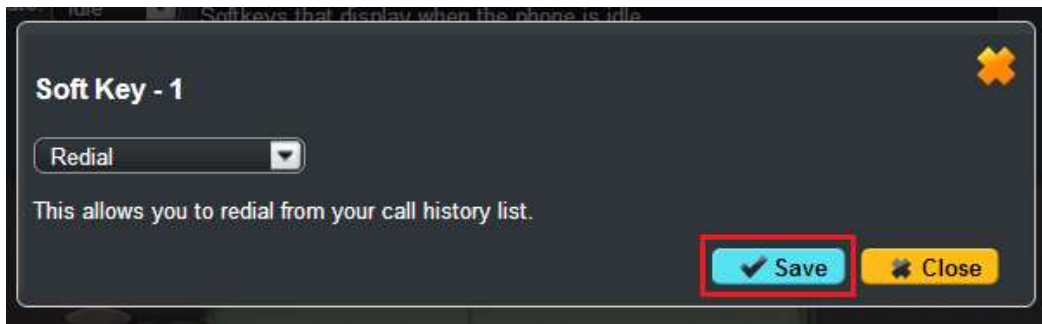




A pop up window will appear. Select a soft key option.

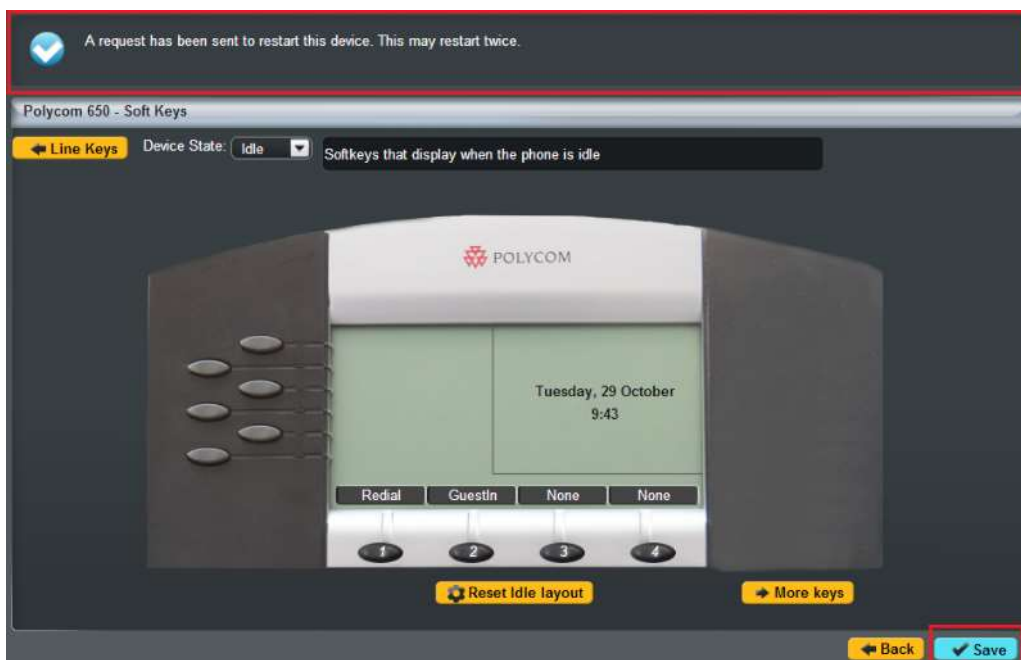


Click Save.



The Horizon Portal will update the label for the soft key with the selected value.

The "More" button can be clicked on in order to apply options to the other soft keys on the device



Click 'Save' to restart the device.

If the user does not click 'Save', the new device configuration (containing the speed dials) will be applied at midnight

### Resetting the Soft Key layout.

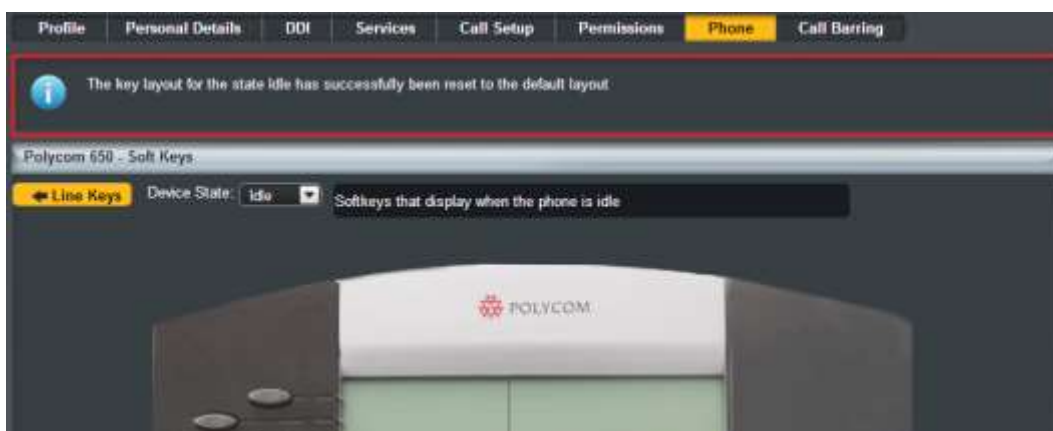
Click the 'Reset <Device State> Layout' Button



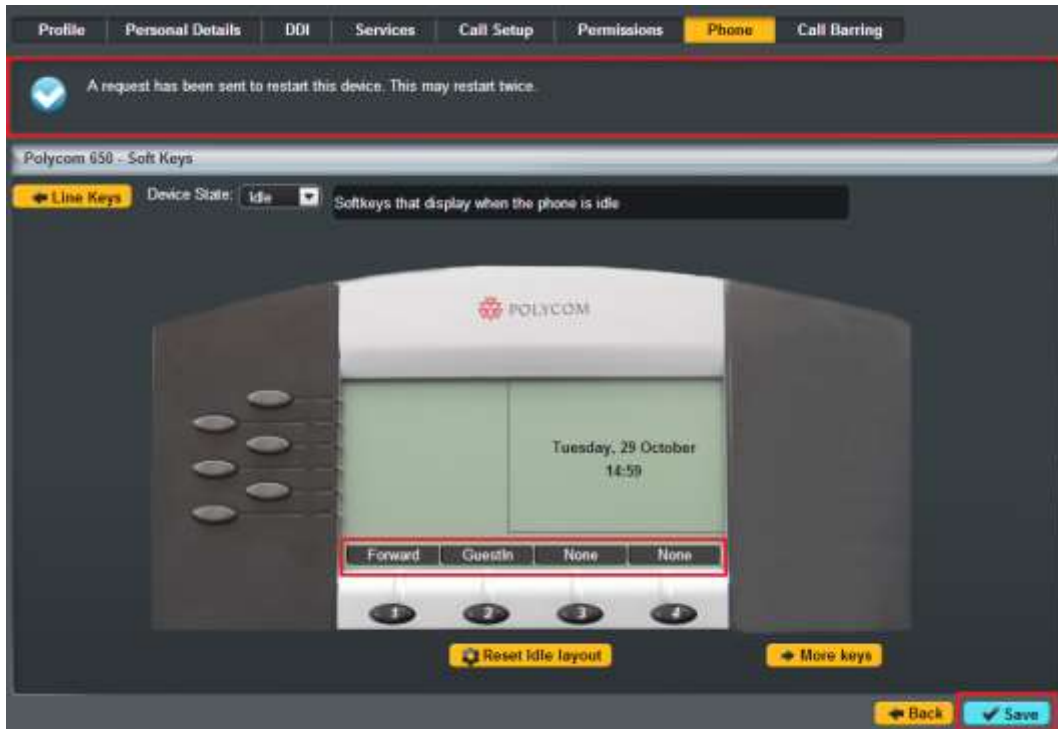
A pop up window will appear informing what will be reset - Click 'Yes'.



The GUI will reset the layout for that state and the configuration file will update.



Click 'Save' to restart the device.



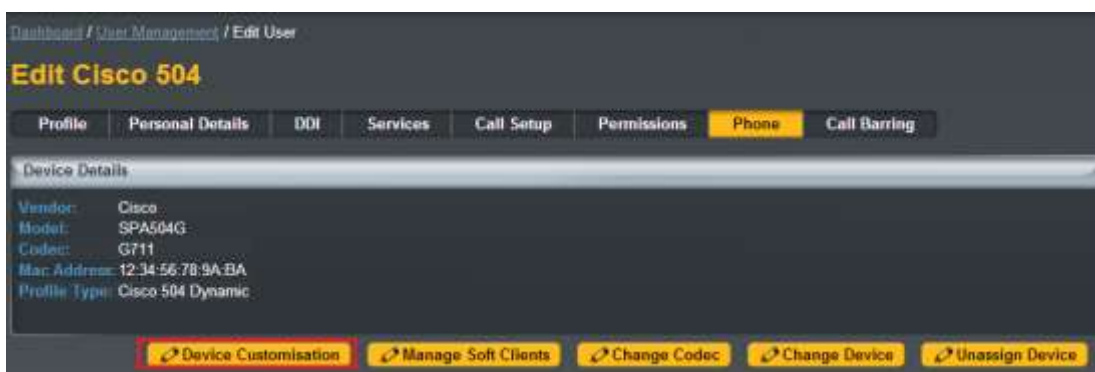
## Device Customisation - Cisco

It is possible to configure and reset line keys on the handset, line keys on the side cars and also the soft keys on the handset.

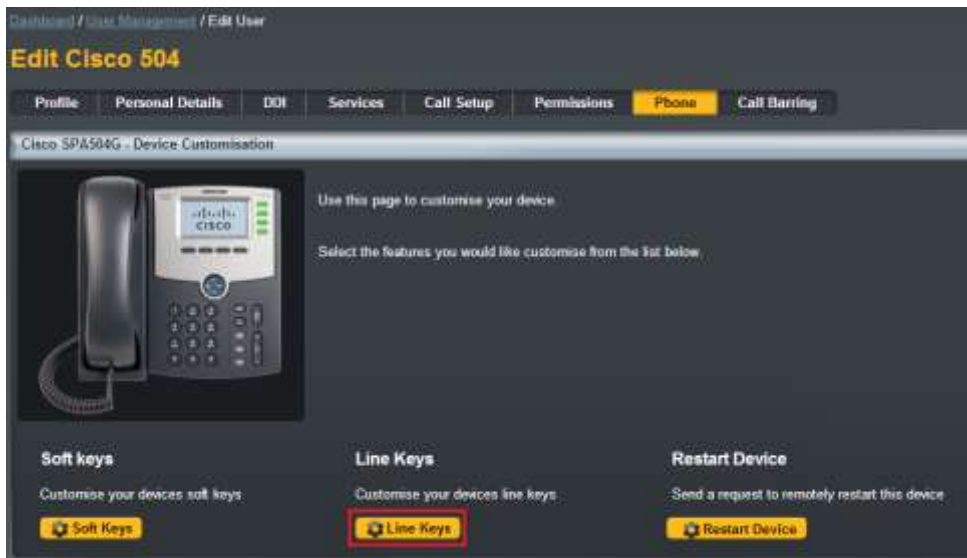
### Assigning a Speed Dial to a Line Key on a handset

Note: when you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use, Horizon will wait until the device is free and then restart.

Click Device Customisation Button



Click Line Key Button

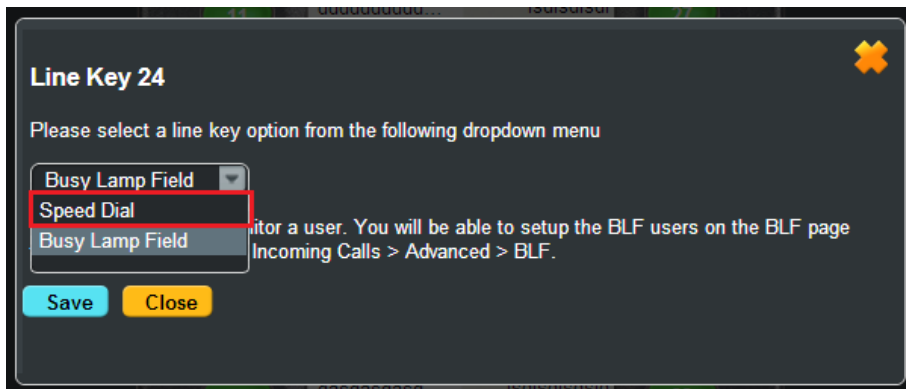


Click on a line key



Line Keys 1 and 2 are disabled as they are already pre-programmed for your telephone line.

You'll be presented with a pop-up window. Select the speed dial option from the dropdown.



**Line Key 24**

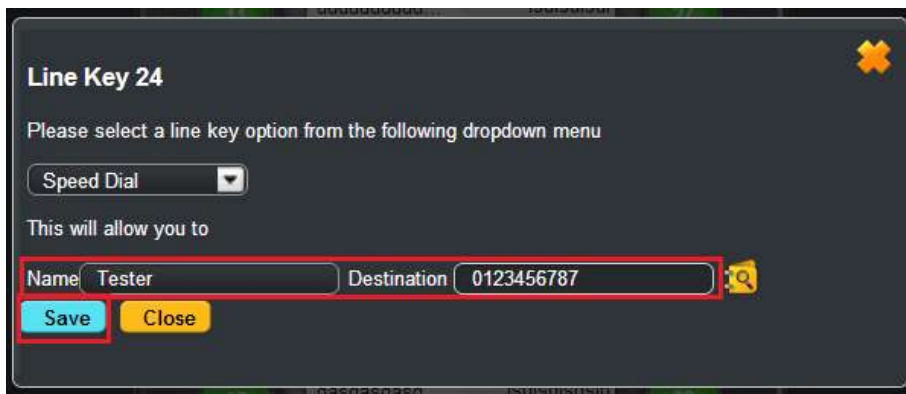
Please select a line key option from the following dropdown menu

Busy Lamp Field  
Speed Dial  
Busy Lamp Field

itor a user. You will be able to setup the BLF users on the BLF page  
Incoming Calls > Advanced > BLF.

Save Close

Enter your speed dial name and number



**Line Key 24**

Please select a line key option from the following dropdown menu

Speed Dial

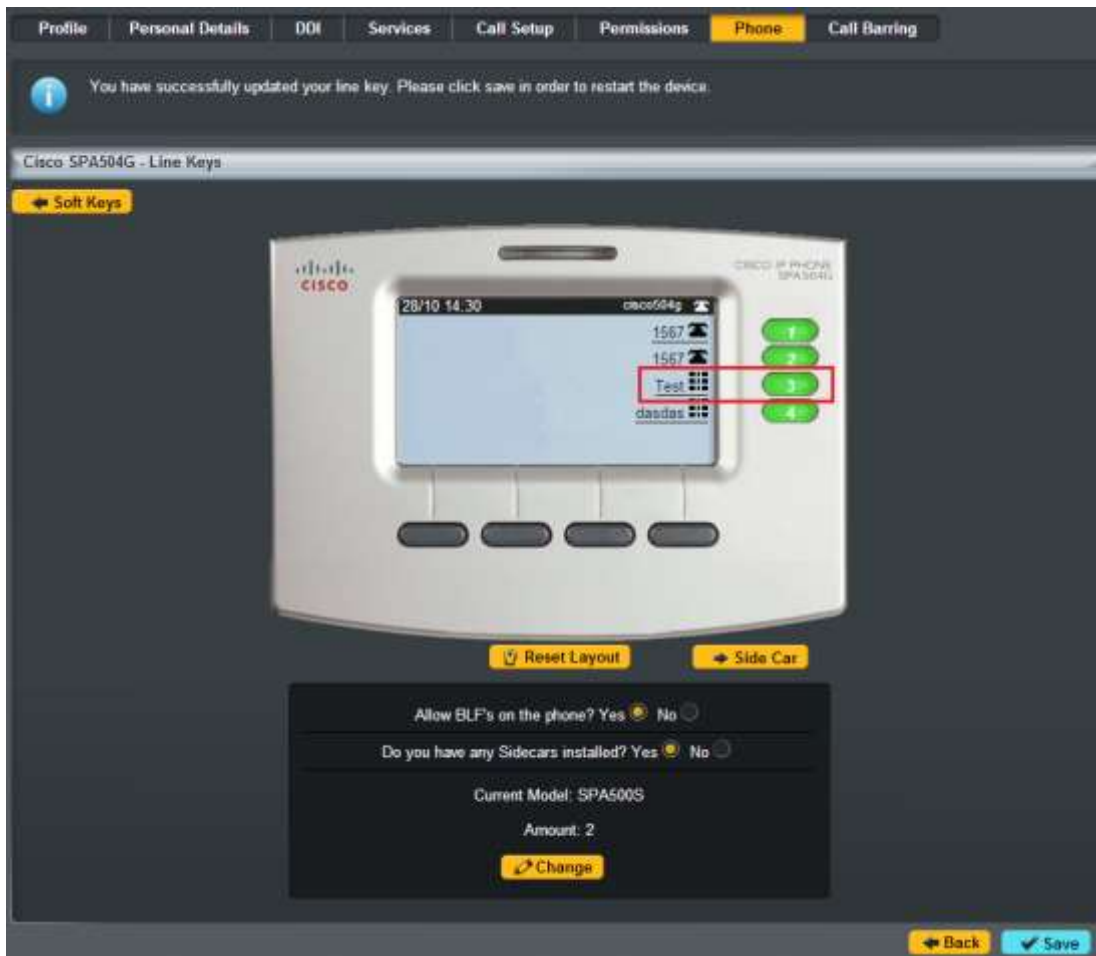
This will allow you to

Name Tester Destination 0123456787

Save Close

The Horizon Portal will update the label for the line key with the entered speed dial name





Remember to click "Save" once you are finished

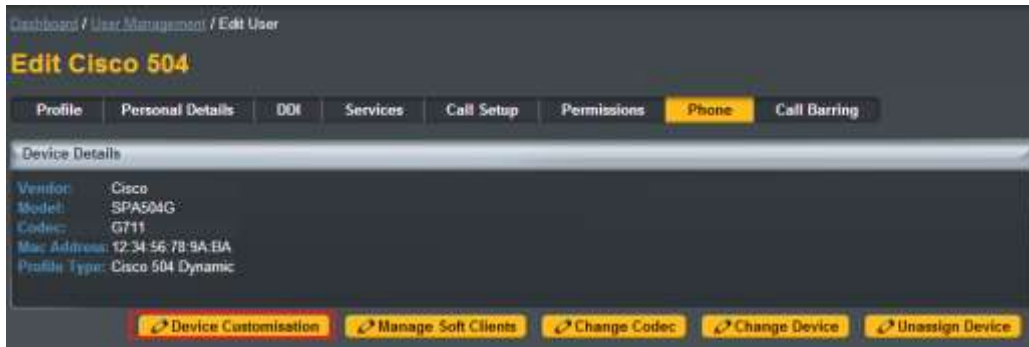
When you save your new line keys, your device will automatically restart if the device is not in use. If the device is in use Horizon will wait until the device is free and then restart.

### Resetting Line Keys Configuration on a handset

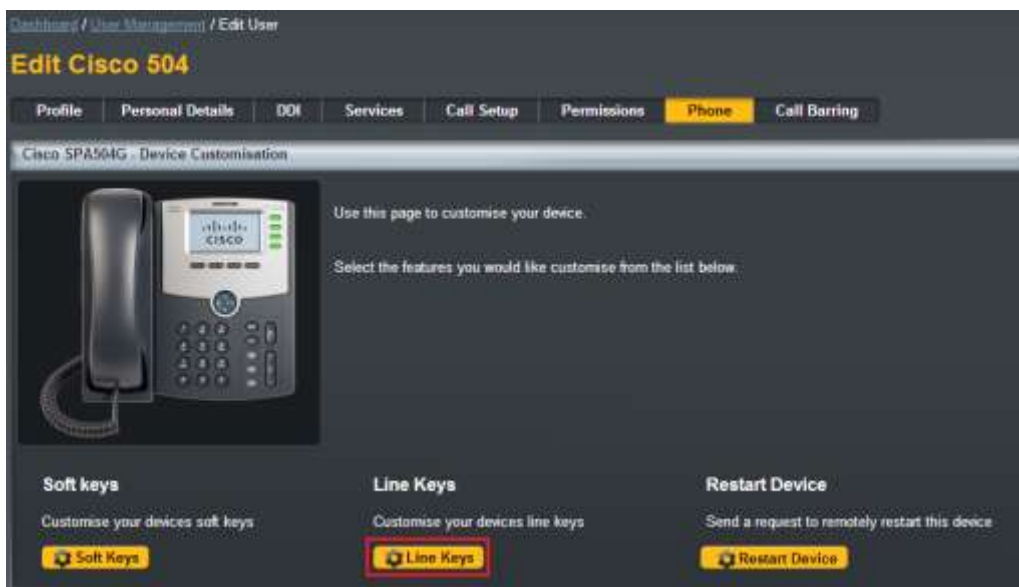
Please be aware that when resetting the layout, the device's configuration and all speed dials are removed, however any Busy Lamp Field users will still be present.

Each of the "Reset Layout" buttons are for that screen only. For example clicking "Reset Layout" on the device screen will only affect that screen and not the side cars.

Click Device Customisation Button



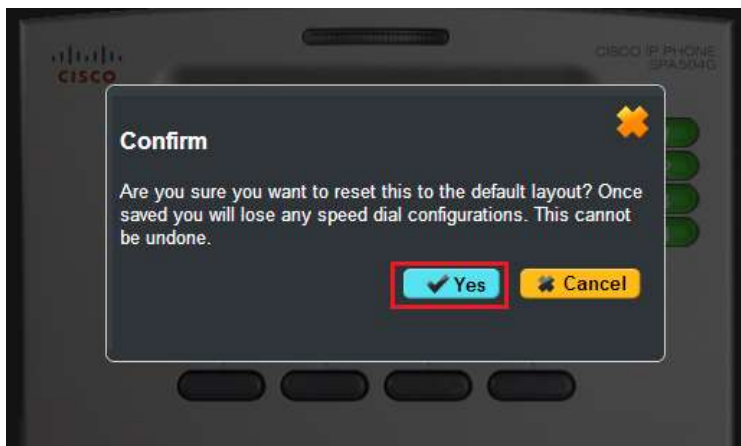
Click Line Key Button



Click on "Reset Layout"



Confirm that you would like to reset the layout by clicking "Yes"



You will see a notification that the layout has been reset



You will receive a notification that the device will reset and this may occur twice.

Remember to click "Save" once you are finished

### Assigning a Speed Dial to a Side Car Line Key.

You have to have a side car set up in order to access the side car screens. Individual BLF's cannot be defined at line key locations. Instead they will populate in the next free line key available that is set to the Busy lamp Field.

Assign a side car if not already done.

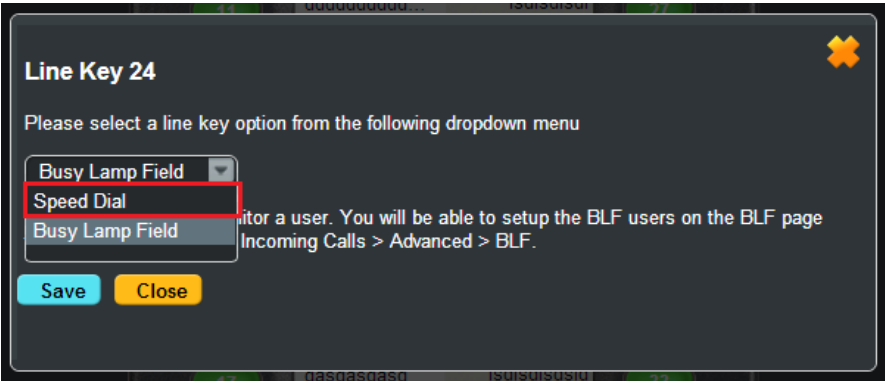
Click the "Side Car" button



Click on a line key number. Note the images show both the SPA500s and SPA500DS



Select the speed dial option from the drop down.



Note: Validation takes place on empty name, special characters, empty number and invalid number. The user can assign shortcuts to options such as \*83

Click the "Save" button to update the configuration.







If your device is not restarted, the configuration will automatically be downloaded at midnight.

### Resetting Layout on a side car

The layout will be reset for the side car you have selected and not all the side cars that are attached to your device. You have to click save in order to take the update.

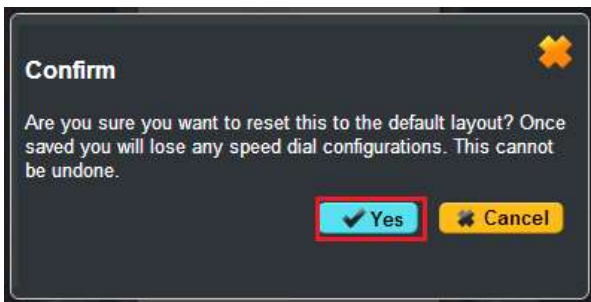
It will only remove speed dials and busy lamp fields will appear in order of free line keys - so if you have busy lamp fields on your second device, they will change position.

This user guide starts from the selected device side car (User List > Edit > Phone Tab > Device Customisation > Side Car)

Click "Reset Layout" – note the images show both the SPA500S and SPA500DS



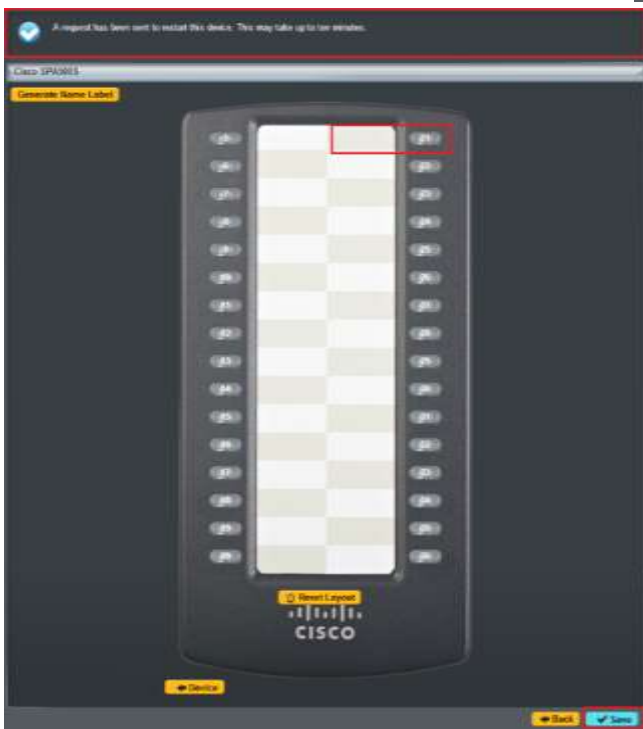
Click "Yes" in the pop up window that appears to confirm the action and a description on what will happen.



The configuration file will remove any speed dials that have been assigned to that selected side car.



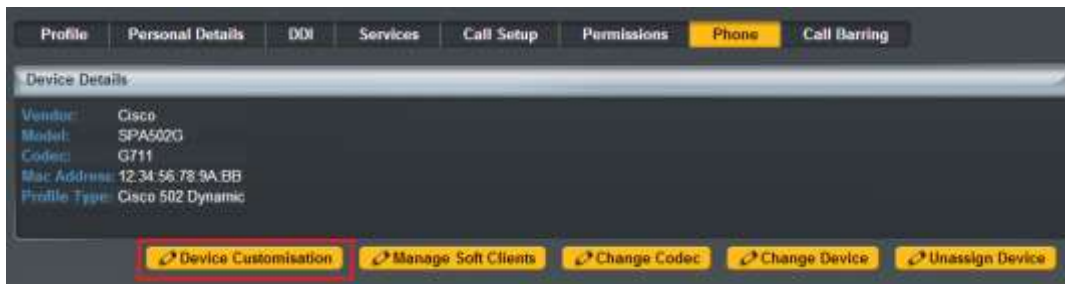
Click "Save" on side car page to restart the device in order for the changes to appear on the device. If Save is not clicked the device will automatically restart at midnight and download the updated configuration file.



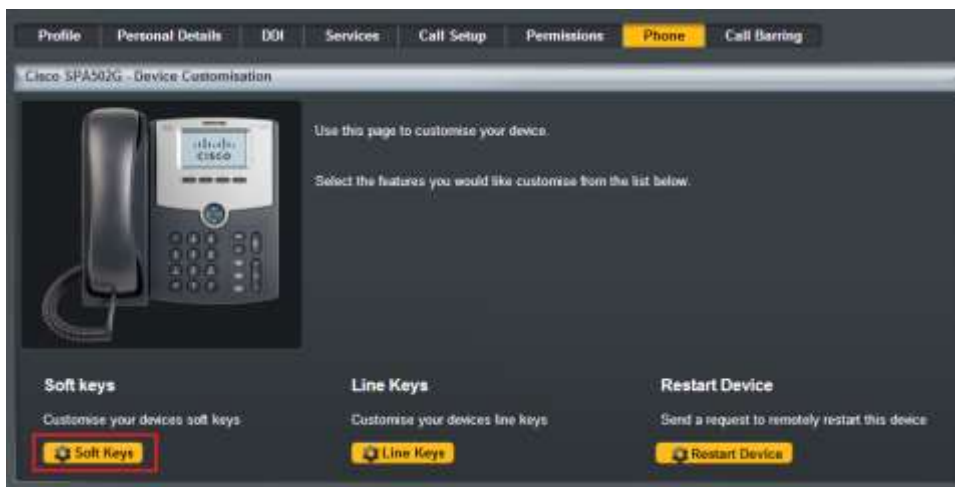
### Assigning Soft Key Options

The 'more' button can be clicked in order to apply options to the other soft keys on the device

Click the 'Device Customisation' Button



Click the 'Soft Key' Button.



The user can select the device state for which to configure the soft keys.

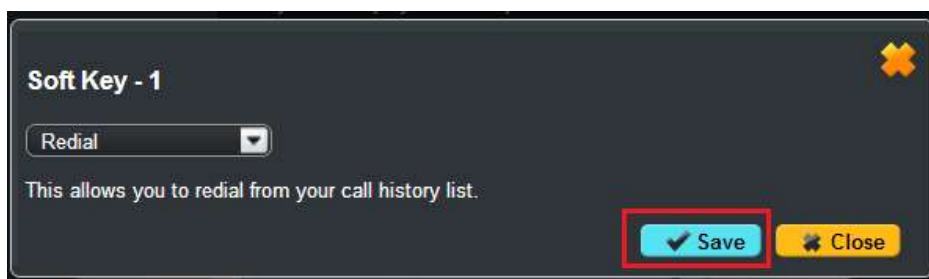
Click on a Soft Key.



A pop up window will appear. Select a soft key option.



Click Save.



The Horizon Portal will update the label for the soft key with the selected value.

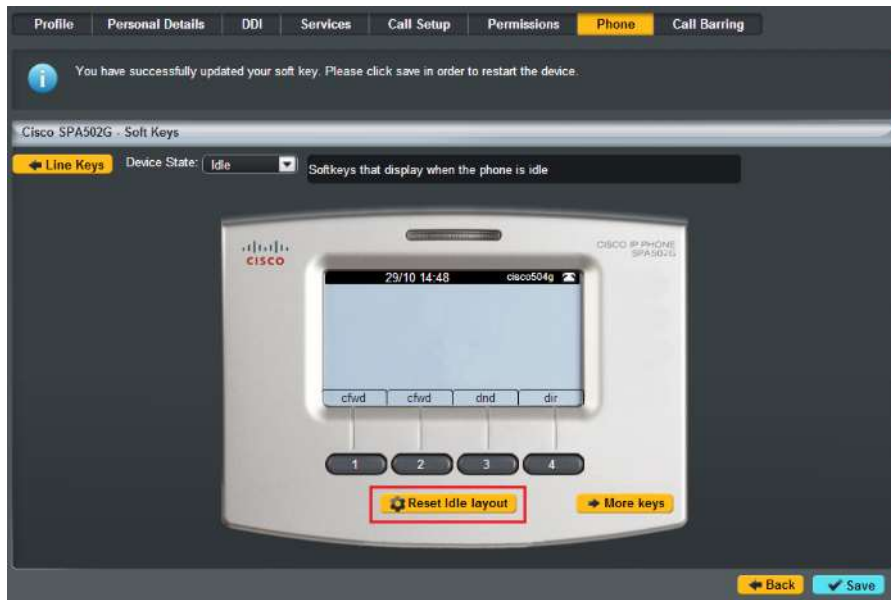


Click 'Save' to restart the device.

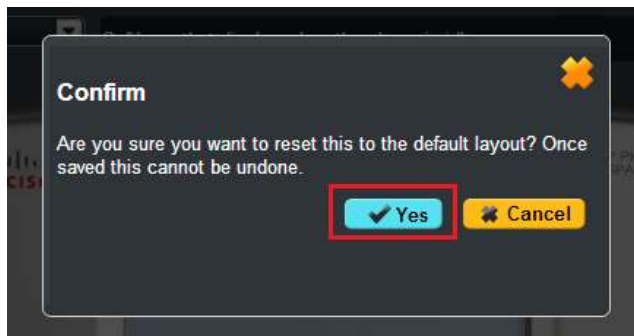
If the user does not click 'Save', the new device configuration (containing the speed dials) will be applied at midnight

## Resetting the Soft Key layout.

Click the 'Reset <Device State> Layout' Button



A pop up window will appear informing what will be reset - Click 'Yes'.



The Horizon portal will reset the layout for that state and the configuration file will update.



Click 'Save' to restart the device.





## How to removed missed calls notifications from Cisco SPA handsets

It is possible to remove the missed calls notification on the Cisco SPA phones by completing the following:

- Go to the Settings button under the voicemail key
- Choose 'Preferences'
- At the bottom, there is a 'Missed Call Banner' selection
- Select the 'off' option and save

Please note this is a LOCAL setting and will be lost whenever the handset firmware is updated. It is also only applicable on Cisco handsets.

## User Reset Password

Go to [www.unlimitedhorizon.co.uk](http://www.unlimitedhorizon.co.uk), log in and select "My Details".



Select "Change Password".

**HORIZON**  
Unlimited communications

Richard James  
01618703374

Help | My Details | Log Out

Dashboard | Call Setup | Directory & Contacts | My Features | Hot Desk | Advanced Features

Dashboard / My Details

### My Details

Profile

Name: Richard James  
Username: Richard.James@gammastaff.com Department:  
Phone Number: 01618703374 Extension: 3354

Edit Details

Mobile Number:

**Change Password**

Enter your old password and new password in the relevant boxes and click "Change".

**HORIZON**  
Unlimited communications

Richard James  
01618703374

Help | My Details | Log Out

Dashboard | Call Setup | Directory & Contacts | My Features | Hot Desk | Advanced Features

Dashboard / Change Password

### Change Password

Change your Password

Your current password will expire in 60 days

Old Password:

New Password:

Confirm Password:

## Statistics

The statistic page allows you to view information about the calls your company has received from, and made to, external numbers. There are four different graphs on the main statistics page. The advanced statistics page offers more detailed information about every internal or external call your company has made. You will also find some summary graphs on the dashboard.

## Performance

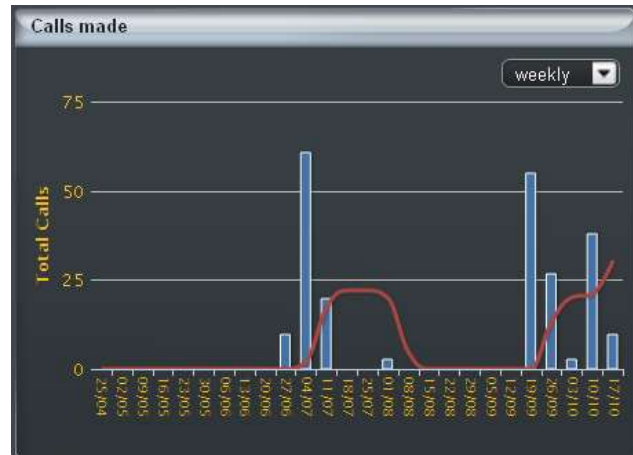
On the performance page you will see four graphs which show: calls made/retrieved, daily calls, how many calls are getting through and where are my callers.

You can refine the results so that they only show calls related to either a site or a user. To search for a specific user's calls, just select the user from the directory window and click on "update". To search by site, select it from the dropdown and then click "update". You can view both inbound and outbound calls in all of the graphs; to change what information is displayed just select either inbound or outbound from the tab menu under the search options.



### Calls Made/Retrieved

This graph displays all external calls, and you are able to select if you want to view the calls on a monthly or weekly basis. By default the graph will show monthly stats. To change this just click on the drop down box and change it to weekly. On the weekly graph there is a red trend line. This displays the average of the previous 4 weeks' worth of calls which allows you to easily see an average of how many calls your company is making or receiving. If you hover over one of the bars it will display the total number of calls.



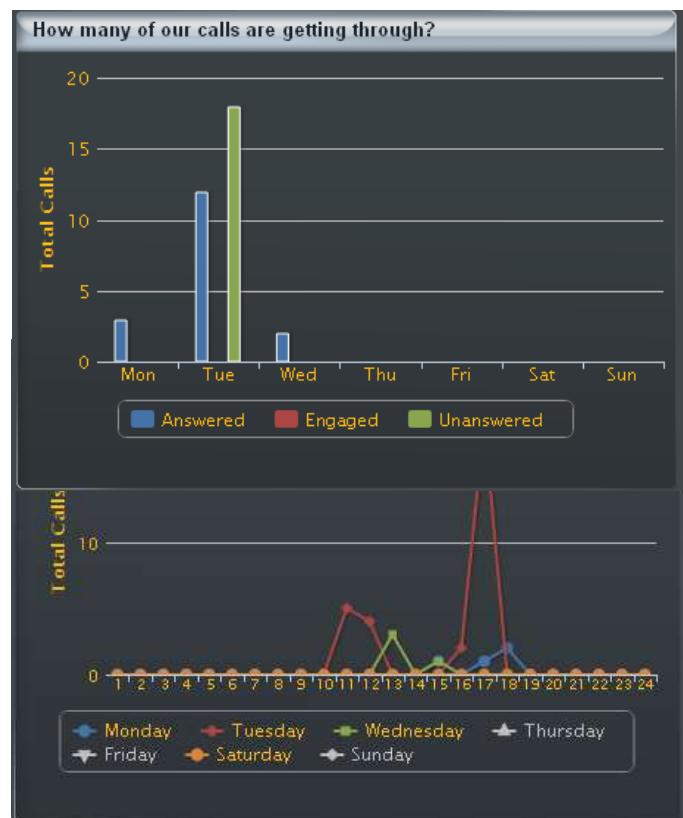
## Daily Calls

The daily call graph displays the 6 previous days' worth of calls including 'today'. Each day is in a different colour on the graph and you are also able to turn days off on the graph so they don't get displayed. To do this click on the day from the key and then the line on the graph will be hidden. To show the days calls again just re click on the name. If you hover over a point on the graph it will display the day and time of what that point represents and display how many calls were during that time.

## How many Calls are getting through?

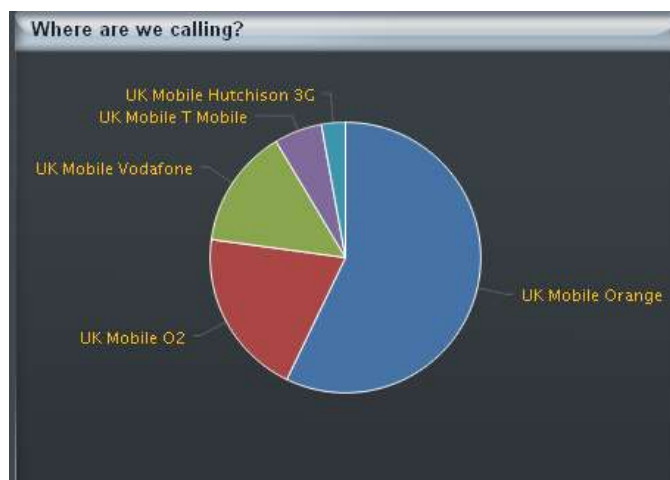
This graph will display how many calls were answered, how many were unanswered and how many were engaged. This information is displayed for the previous 6 days as well as 'today'. As with the previous graph, you are able to hide certain bars just by clicking on the name within the key.

If you hover over the bar it will display how many calls that bar represents.



### Where are my Callers?

The final graph on the page displays the location where calls are being placed to and being received from. This will display either a geographical location, based upon the area code for the DDI, or what phone network a mobile device is using. If you click a segment of the pie it will display how many callers you have received calls from.



### Advanced Statistics

The Advanced statistics functionality allows you to search, view and download call data for calls that the company has made or received. When searching the calls you are able to select from a range of options such as date, where you can select a start date and end date and it will display all the calls within that range. By default this is set to search for calls over the last week. You can also filter calls by call type, where you can select inbound, outbound or both. You can also filter results on external or internal calls by changing the call 'scope'. The final search criterion enables you to view calls by user or site.



Within this screen you will then have the ability to select one or all of the following search criteria:

A search form titled "Advanced Statistics" with the following fields and controls:

- Site: A dropdown menu with "All" selected.
- Start Date/Time: Two date pickers for "2012-02-29" and "2012-03-07", each with time dropdowns set to "00" and "18" respectively.
- End Date/Time: Two date pickers for "2012-02-29" and "2012-03-07", each with time dropdowns set to "00" and "18" respectively.
- Search User: A text input field with a magnifying glass icon.
- Call Type: A dropdown menu with "Both Ways" selected.
- Call Scope: A dropdown menu with "Both" selected.
- Calls Per Page: A dropdown menu with "20" selected.
- A yellow "Search" button with a magnifying glass icon.

By clicking on the "Search" button you will then be provided with a table of results based on your search criteria. Click the download button to get a copy of your call data. This will be downloaded onto your system in a .csv file to your default download folder.

**Advanced Statistics**

Site:  Search User:

Start Date/Time:   Call Type:

End Date/Time:   Call Scope:

Calls Per Page:

Type	Site	Call Date/Time	Duration	Calling Number	Destination Number	Outcome
Incoming	Ziondon	2011-10-12 12:20:33	137	01339720470	01339720472	Answered
Outgoing	Ziondon	2011-10-12 12:20:33	137	01339720471	01339720470	Answered
Incoming	Ziondon	2011-10-12 12:20:27	0	01339720471	01339720470	Unanswered
Incoming	Ziondon	2011-10-12 12:17:57	37	01339720470	01339720472	Answered
Outgoing	Ziondon	2011-10-12 12:17:57	37	01339720470	01339720472	Answered
Outgoing	Ziondon	2011-10-12 12:15:05	132	01339720470	01339720472	Answered
Incoming	Ziondon	2011-10-12 12:15:05	132	01339720470	01339720472	Answered
Outgoing	Ziondon	2011-10-12 12:15:05	132	01339720471	01339720470	Answered
Incoming	Ziondon	2011-10-12 12:14:59	0	01339720471	01339720470	Unanswered
Incoming	Ziondon	2011-10-12 12:14:39	5	01339720470	01339720471	Answered

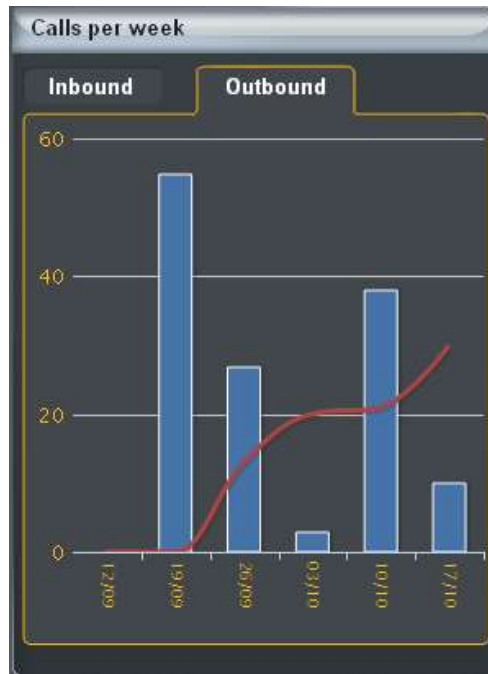
1 ... 8 9 10 11 12 13 14 15 16 17 ... 112

## Statistic Dashboard

### Admin

On the dashboard there are four statistic panels, two of which show top ten callers and the others show the same information as on the statistics page: one gives how many calls are getting through, the other graph showing calls per week is a little different as it shows data for fewer weeks (six instead of twenty-six).

The top ten callers display the top ten callers within the company. Only external calls are recognised and you can either view the top ten callers by number of calls or the time they have spent on calls. There are two different panels one which displays outbound calls and the other inbound calls.



**Call Statistics**

Placed ☒ Missed ☐

Predeep Development	21-Oct-2011 17:08	<input checked="" type="radio"/> <input type="radio"/>
Predeep Development	21-Oct-2011 17:08	<input checked="" type="radio"/> <input type="radio"/>
Predeep Development	21-Oct-2011 12:38	<input checked="" type="radio"/> <input type="radio"/>
07805921386	21-Oct-2011 12:37	<input checked="" type="radio"/> <input type="radio"/>
07814637715	21-Oct-2011 12:36	<input checked="" type="radio"/> <input type="radio"/>
07805921386	21-Oct-2011 12:36	<input checked="" type="radio"/> <input type="radio"/>
07805921386	21-Oct-2011 12:35	<input checked="" type="radio"/> <input type="radio"/>
1234	21-Oct-2011 12:34	<input checked="" type="radio"/> <input type="radio"/>
Predeep Development	21-Oct-2011 10:20	<input checked="" type="radio"/> <input type="radio"/>
Predeep Development	21-Oct-2011 10:19	<input checked="" type="radio"/> <input type="radio"/>





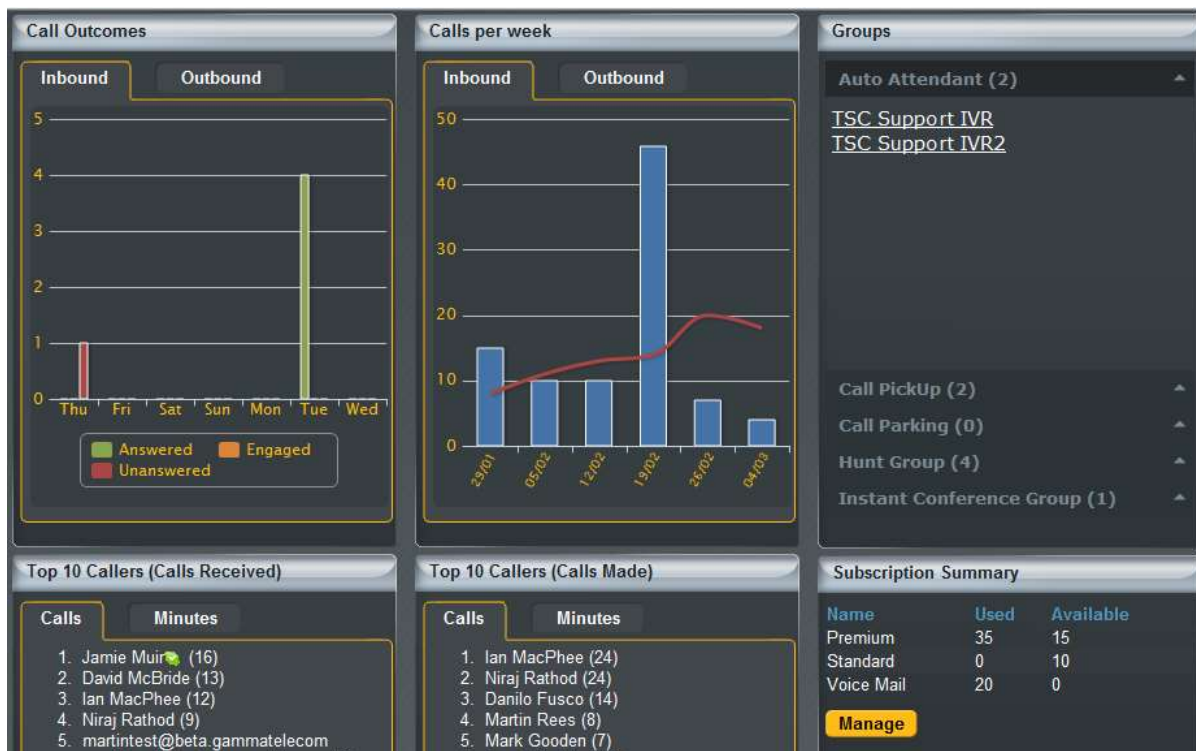
## End User

On an end users dashboard they will be able to see some basic information about their calls. It will show the previous ten calls, inbound and outbound, as well as a graph to display how many calls you have placed and answered.

From this panel you are able to call any of the displayed numbers just by clicking on the dial button.

## Monitoring calls over my sites and users

There are a number of ways you can monitor calls over both sites and users, and from the home page you can access a simple summary screen of calls made over the whole of your company as shown below



If you would then like to burrow into your company, sites, and user further you can access the “Statistic” link where you can either view summary graphs under “Performance” or if setup on “Advanced Stats” this link so you can burrow in to the raw data.



Within the “Performance” screen 4 graphs appear which can be customised by the top search criteria to select either a “Site” or a “User” who you would like to see the performance of



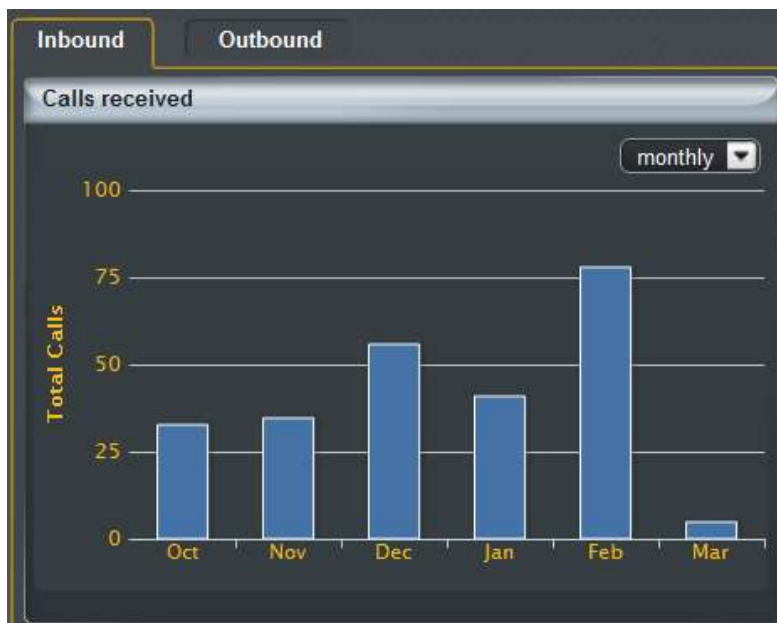
By clicking on the “Update” button once selected the graphs will then adjust to show the relevant detail for that search selection.

**Please note that for all call statistics at the moment there is an issue in reporting calls routing to Hunt Groups. Instead of showing a single call, this will show multiple calls depending on the number of hops the call makes.**

## Inbound Statistics

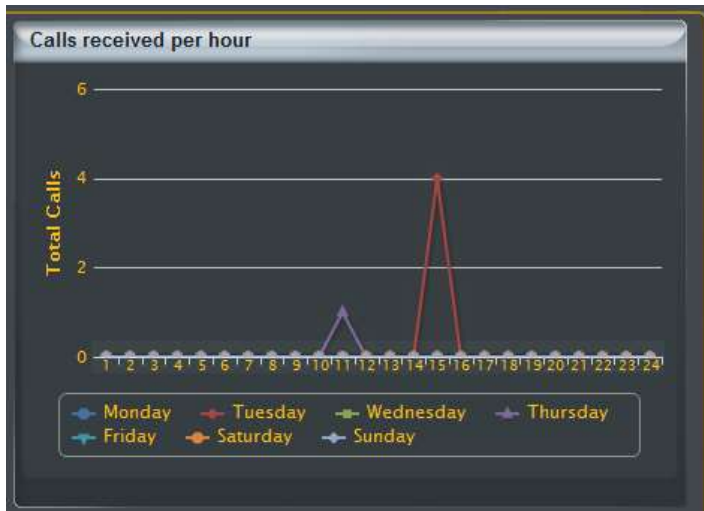
### Calls Received

This graph simply shows on a weekly or monthly view, how many calls are being received to the search criteria selected.



### Calls Received per hour

This graph shows over the course of each day of the week, shown by different coloured lines, how many calls have been received per hour of the day. This report helps to show when your busy periods are for the search criteria selected.



### How many calls are getting through?

This report shows how many calls are getting through on a 7 day rolling cycle. For each day on the graph scale 3 coloured lines will be shown, depicting whether calls were answered, unanswered or engaged, for the search criteria you have selected. This report helps users to see whether or not they have sufficient staff to take incoming business, or whether their incoming routing plan is handling the calls being delivered.



### Where are my callers located?

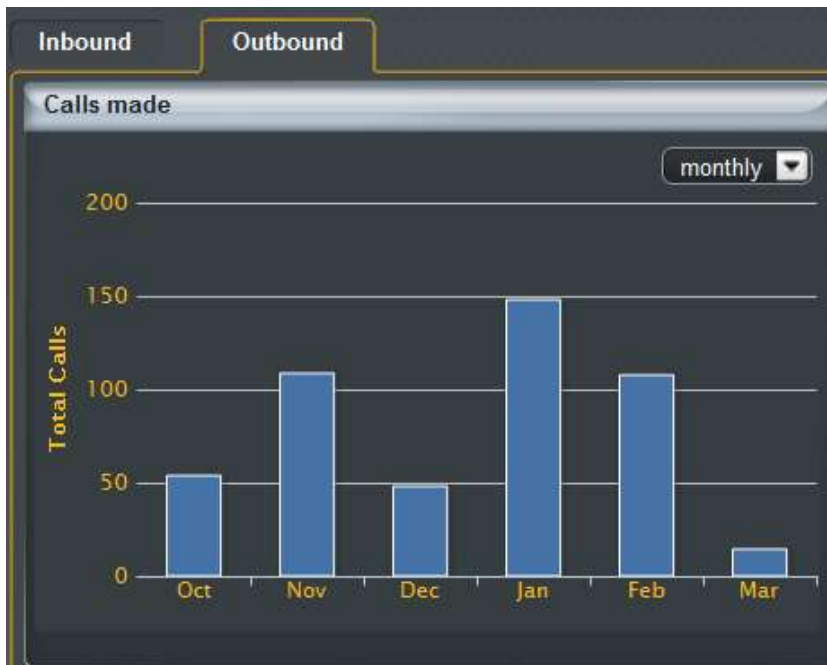
This graph shows in a pie chart format where your customers are calling from based on the search criteria selected. A number of different colours will show on this chart to depict the various caller locations, and can really add value to marketing campaigns and survey if you have advertised a specific number for that particular use.



## Outbound Statistics

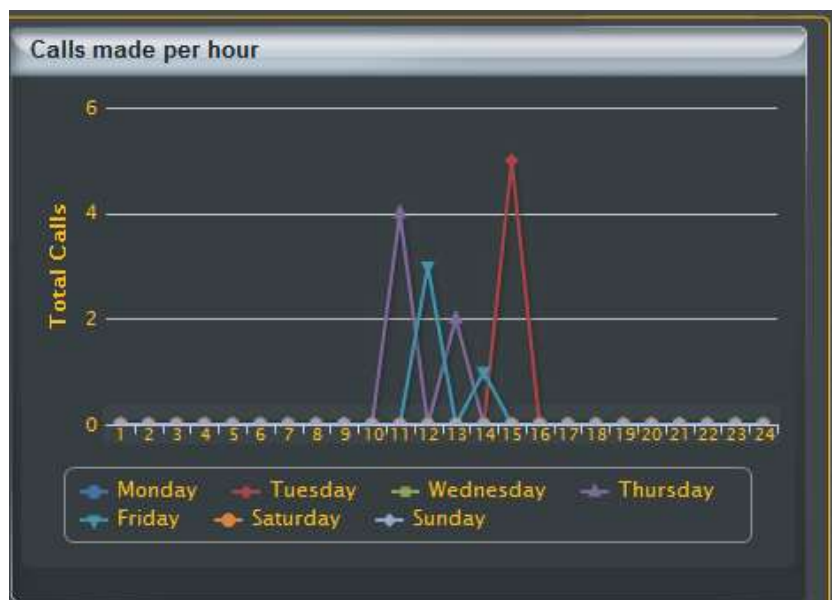
### How many Outbound calls have I made?

This report shows on either a weekly or monthly basis how many outbound calls have been made from the search criteria you have entered.



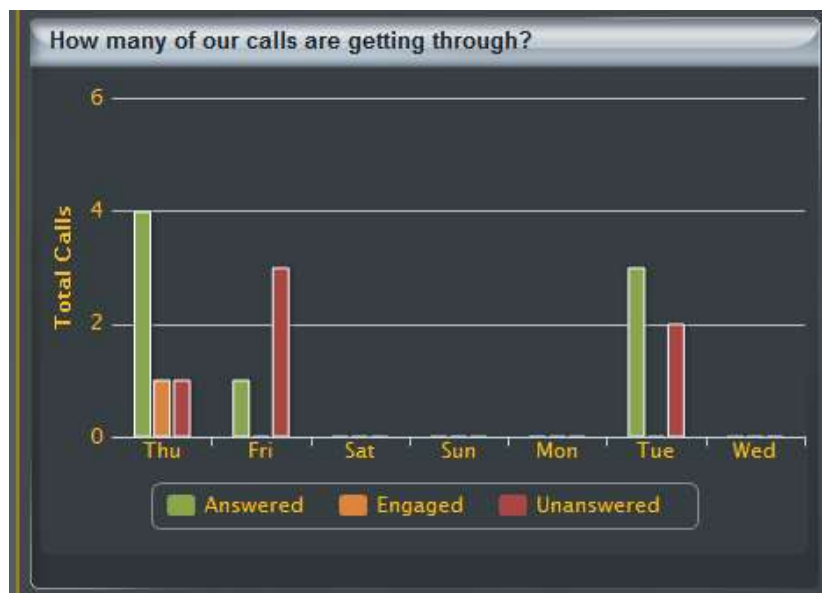
### How many calls am I making each hour?

This graph shows over the course of a week how many calls are being made from the search criteria you have selected. A different coloured line will show for each day and will highlight when the busy periods are for the search criteria selected.



### How many of our calls are getting through?

This graph shows how many calls are being answered, unanswered, or hitting an engage tone, based on a 7 day rolling cycle. For each day 3 different lines will show the results for that day based on the search criteria you have submitted.



### Where are we calling?

This graph shows where your most frequently dialled locations are, based on the search criteria submitted. This will show as a coloured pie chart.



### Programmable Keys for Polycom 450 and 650 and Cisco 504 and 525.

This will allow you to program keys on the right hand side of your handsets to dial numbers of your choice.

#### Set up Short key

- Hold down any of the bottom line keys on the right of the handset (not the top two buttons as these are already assigned to your lines) for 5 seconds.
- Enter a name using your keypad for this short key.
- Enter the number that you would like this button to dial. You can use this in conjunction with [Short codes](#), so you can create a button which will instantly forward calls to your mobile if you like.
- Press "Save" and this will save your short key.

#### Delete Short key

- Hold the key down for 5 seconds.
- Press options and then select "Delete".


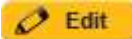






















## Glossary

Word	Definition
Codec	A codec encodes a real-time media stream for transmission over an IP network. It is also able to decode the stream from an IP network.
CSV	A comma-separated value, file is a way of formatting plain text files which stores database-style information in a very simple format.
DDI	Direct Dial In is a phone number for a user or a service.
End User	An end user is someone who uses the Horizon system and is not an administrator.
Form	Bring different fields all combined in one section.
MAC Address	A Media Access Control address is a unique identifier assigned to network device for communications on the physical network.

## Appendix 1 - Icons

Icon	Definition
	This button will activate the search depending on the details you have inputted.
	This button will take you to a new page where you are able to edit the service or user the button is associated with.
	This button will allow you to delete one or many of either a service or user, depending on what you have selected.
	This button will allow you to cancel the action that you have started.
	This button will upload the file that you have selected to upload, either for bulk upload or for music.
	This button allows you to continue in performing the action you have started.
	This button will perform a download action depending on what you want to download.
	This button will save the changes you have made to either a user or service.
	This button allows you to view details of a caller on the recorded calls page.
	This button will add either the service or user that you have filled in the details.
	This icon will take 1 away from the number that is on display.
	This icon will add 1 to the number that is on display.
	This icon means that the service it is connected to has been deactivated.
	This icon means that the service it is connected to is active.
	This icon will open up a box to select a date
	This will delete the service that it is attached to.
	This icon will allow you to view a scheduled event that you have created.
	This icon will allow you to search for a contact from your directory.
	This icon will call the contact or service that it is attached to.
	This icon will give you a hint about whatever it is attached to.




This icon means that the feature is off

This icon means that the feature is on

## Appendix 2 - Short Codes

*52*	Anonymous Call Rejection (ACR)	*53*	Call Waiting
*77	Anonymous Call Rejection Activation	*43	Call Waiting Persistent Activation
*87	Anonymous Call Rejection Deactivation	#43	Call Waiting Persistent Deactivation
#8	Automatic Call Back Deactivation	*54*	Calling Line ID Delivery Blocking
#9	Automatic Call Back Menu Access	*67	Calling Line ID Delivery Blocking per Call
*72	Call Forwarding Always Activation	*31	Calling Line ID Delivery Blocking Persistent Activation
*73	Call Forwarding Always Deactivation	#31	Calling Line ID Delivery Blocking Persistent Deactivation
*21*	Call Forwarding Always Interrogation	*65	Calling Line ID Delivery Per Call
*21	Call Forwarding Always to Voicemail Activation	*70	Cancel Call Waiting
#21	Call Forwarding Always to Voicemail Deactivation	*99	Clear Voice Message Waiting Indicator
*90	Call Forwarding Busy Activation	*57	Customer Originated Trace
*91	Call Forwarding Busy Deactivation	*55	Direct Voicemail Transfer
*67*	Call Forwarding Busy Interrogation	*97	Directed Call Pickup
*40	Call Forwarding Busy to Voicemail Activation	*80	Diversion Inhibitor
#40	Call Forwarding Busy to Voicemail Deactivation	*78	Do Not Disturb Activation
*92	Call Forwarding No Answer Activation	*79	Do Not Disturb Deactivation
*93	Call Forwarding No Answer Deactivation	#58	Group Call Park
*61*	Call Forwarding No Answer Interrogation	*66	Last Number Redial
*41	Call Forwarding No Answer to Voicemail Activation	*12	Location Control Activation
#41	Call Forwarding No Answer to Voicemail Deactivation	*13	Location Control Deactivation
*94	Call Forwarding Not Reachable Activation	*60	Music On Hold Per Call Deactivation
*95	Call Forwarding Not Reachable Deactivation	*610	No Answer Timer
*63*	Call Forwarding Not Reachable Interrogation	*71	Per Call Account Code
*88	Call Park Retrieve	*51	Selective Call Rejection (Blacklist)
*68	Call Park Retrieve	*75	Speed Dial 100
*98	Call Pickup	*74	Speed Dial 8



*11	Call Retrieve	*62	Voicemail Portal Access
#92#	Call Return from Number Deletion	*86	Voicemail Retrieval
*69	Call Return Number Deletion	*99	Clear Voicemails from handset